

CSR REPORT 2017

FACING FORWARD





Preface

Dear readers, all good things come in threes – they say. This does not apply to a CSR report. Here we think, plan and act far beyond the number 3. Despite this, we are pleased that with this third issue our CSR report has finally become an integral part of our corporate group. The same applies to thinking and acting in sustainable categories in everyday business life, regardless of whether this concerns a reduction of carbon dioxide emissions in the vehicle fleet or regional food in the canteen with ingredients from organic production. Other examples are the work of the Fischer Foundation or our efforts to enable our employees to better balance their work and life. One topic is becoming increasingly important for us – and also for our customers: electromobility. Here we are working intensively to provide new solutions that enable our customers to achieve the same performance with less carbon dioxide. From the perspective of sustainable corporate management 2017 was a successful year – we also want to achieve the same in 2018 and are on the right track in this regard. However: it is the case that we are still unable to meet the high standards of the Global Reporting Initiative. We continue to work on this, but it will take time to implement the requisite tools to define targets and measure the achievement of these targets.

A handwritten signature in dark ink, appearing to read 'W. Grünewald'.

Dr. Werner Grünewald

A handwritten signature in dark ink, appearing to read 'A. Hufnagl'.

Dr. Alexander Hufnagl

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Corporate Social Responsibility

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Corporate Social Responsibility

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One Group – Five successful companies

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DKV MOBILITY SERVICES Group

"Our company has a long tradition – not least because we have always been open to new facets and developments. This also applies to the need to increasingly focus on sustainable management. Here too, we want to be what we've always been: the forerunner."

Dr. Alexander Hufnagl, Managing Director



DKV MOBILITY SERVICES GROUP

More than 80 years ago, the cornerstone was laid for a company that – to this day – is on the road to success, despite the checkered history of Germany: DKV, more precisely referred to these days as DKV MOBILITY SERVICES Group.

DKV – short for Deutscher Kraftverkehr (German Motor Traffic) – was founded as a service company for "companies driving on order of the German National Railway (Reichsbahn)". In the 1950s already, the first gas checks were introduced, which were replaced – a few years later – with the familiar gas cards. Nowadays, DKV MOBILITY SERVICES Group is the "parent" of four leading service companies all around commercial mobility on the road: DKV Euro Service, REMOBIS Refund

Service, NOVOFLEET, LUNADIS and DKV MOBILITY wSERVICES Business Center. In this, the companies distinguish themselves through a differentiated portfolio of different products and services.

In 2017, DKV MOBILITY SERVICES Group generated revenues of 7.2 billion EUR. The approx. 930 employees are spread out over 12 locations in 12 countries. At the end of the year, approx. 3.1 million gas cards and onboard units were on the way on the roads. On-board units were installed in the vehicles of more than 170,000 customers – with figures continuing to rise. In the past years, the DKV CARD received an award multiple times as best brand in the category of gas and service cards.

www.dkv-mobility.com

A few figures – with a lot of weight

- » 2017 revenues: 7.2 billion EUR
- » 2017 employees: approx. 930 people
- » Locations: 12
- » More than 70,000 acceptance locations in 42 countries



DKV MOBILITY SERVICES BusinessCenter



DKV Euro Service

For more than 80 years, DKV Euro Service has been among the leading service providers for the commercial logistics and transport industry on the road. From the cashless supply with fuel on the road, via toll processing, to VAT reimbursement and vehicle services, DKV is offering numerous services for cost optimisation and fleet management on the roads of Europe. With 70,000 cross-brand acceptance locations all across Europe, the company is offering the largest supply network of the industry.

www.dkv-euroservice.com

DKV MOBILITY SERVICES Business Center

The DKV MOBILITY SERVICES Business Center acts as internal service provider for the whole DKV MOBILITY SERVICES Group in the areas of Human Resources, Marketing and Communication, Purchasing, Finance, and Information Technology. The objective of the DKV MOBILITY Business Center is to provide the customers of DKV MOBILITY SERVICES Group with best-in-class solutions. Here, the focus is on efficiency, cost-effective processes and quick response times.

www.dkv-mobility.com/info-business-center.html

NOVOFLEET

With the NOVOFLEET card, NOVOFLEET is offering a unique gas and service card for cost-conscious passenger car fleets. It provides access to a brand-independent supply network consisting of approx. 5,000 low price gas stations and skilled service partners. The objective of NOVOFLEET is to provide cost-conscious passenger car fleet operators individual mobility solutions for increasing their efficiency. NOVOFLEET will be merged into DKV EURO SERVICE at the beginning of April 2018.

www.novofleet.com



LUNADIS

LUNADIS is the youngest member of the DKV MOBILITY SERVICES Group. LUNADIS covers the DKV MOBILITY SERVICES Group services that do not concern the immediate continuation of your transport services, ranging from rental services during peak periods (including toll charges for rental vehicles) to security services (if cash is needed on the spot immediately in an emergency).

www.lunadis.com



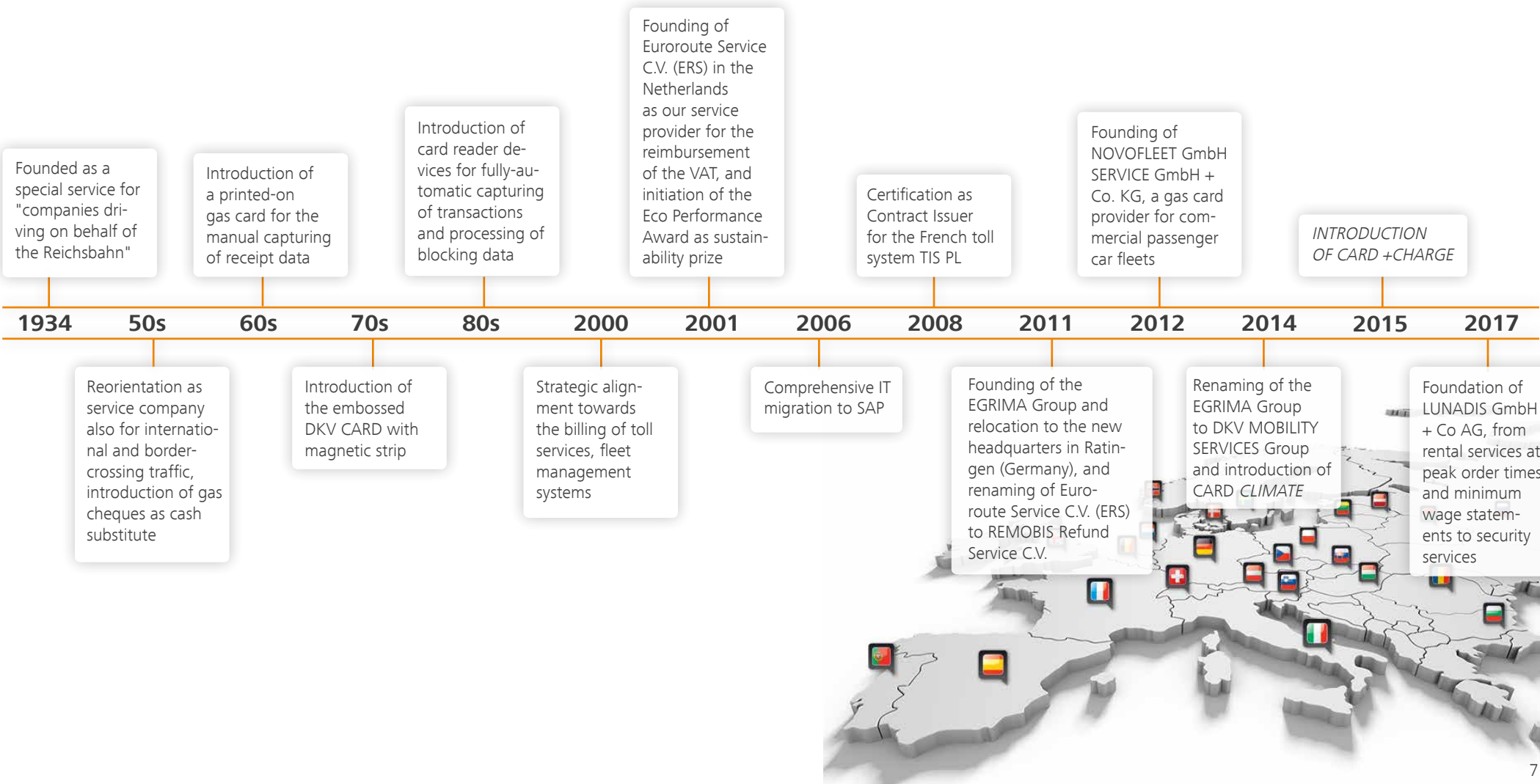
REMOBIS Refund Service

REMOBIS Refund Service is one of the leading full service providers for VAT reimbursement in Europe. At the tax authorities, the company acts as an agent for logistics companies and multinationals. From its headquarters in Utrecht (the Netherlands), REMOBIS takes care of more than 12,000 customers in Europe.

www.remobis.com

A SHORT GLIMPSE AT A LONG HISTORY

DKV Euro Service has always been a pioneer in preparing the ground for innovations. Today it is still one of the leading service providers for commercial freight and passenger transport on the road. In the future the entire Group also intends to adopt an even stronger pioneering role with regard to sustainability.





Corporate Social Responsibility

FOUNDATIONS AND STRUCTURES

- » The business values
- » Our code of contact
- » The Integrated Management System
- » The DKV GROUP Compliance Office

THE BUSINESS VALUES

"Values, moral or ethical, are important to us as human beings – no question about it. They also ensure success in the company because they make us a trustworthy, valued and sought-after partner."

Ulrich Wolter, Director of Marketing

Integrity, cooperation, responsibility, and will to succeed – those are our business values. These values provide us with orientation, strength, and stability.

Our understanding of sustainability is closely tied to our business values. As such, a positive connection exists between ethical standards and societal acceptance, product quality as well as attracting good employees. Our employees are, without any limitation, the foundation upon which our business success builds. Because we retain our employees and, in addition, want to gain the best out there, our business culture is characterised by esteem and appreciation, fairness, and mutual respect.

The foundation for our work are our values which ensure that we are responsible and innovative and contributing to the future sustainability of modern society. Adhering to our values is of fundamental importance in the cooperation with our business partners and in interactions between us colleagues. Integrity means congruence between one's own ideals and values with actually practiced life. This means that we can be full of integrity only if we reliably, permanently, and without exception act in accordance with our values. We are aware that our responsible actions towards business partners, customers, and colleagues may also lead to disadvantages for us ourselves.



What we always adhere to

- » We fill our joint values with life.
- » We stand by our word.
- » We are honest, open, and straightforward.
- » We trust each other.
- » We keep confidential information to ourselves.
- » We deal with each other carefully and respectfully.
- » We negotiate clear, challenging, measurable, and congruent objectives.
- » We act success-oriented by always striving to improve a situation when working and by driving forward the objectives of the organisation and/or organisational unit out of our own volition.
- » Our will to succeed includes the desire to solve problems in a timely fashion and sustainably.
- » We enjoy bearing responsibility.
- » We provide the opportunity to take on responsibility and actively demand it.
- » We deal responsibly with resources.
- » We are cost-conscious and deal carefully with both our own time and that of others.
- » We perceive responsibility as incentive, opportunity and possibility for further personal development.
- » We do not make the quality of the professional cooperation dependent on the personal relationship.



OUR CODE OF CONDUCT

We trust our employees. Our company is experiencing sustainable success because our employees act responsibly and in accordance with laws and regulations. In order for all employees of the DKV MOBILITY SERVICES Group to approach day-to-day work on the same basis, there is the Code of Conduct.

It summarises the most important principles of behaviour. This Code provides orientation and certainty regarding the correct conduct in the business environment. Some of the guidelines regarding correct behaviour put down in writing are, for example, covered in more detail in bargaining agreements and employment contracts. Therefore, the Code of Conduct has a summarising and explanatory function which, however, does not replace the regulations mentioned. If stricter requirements are specified in those regulations, those take precedent without exception.

Our Code of Conduct serves to prevent damages or legal risks, no matter whether those are legal violations or violations of obligations. Furthermore, it promotes our culture of mutual trust, accountability, and legal compliance. To observe our Code of Conduct is part of the responsibilities of each employee and is being promoted through the leadership and role model function of each and every supervisor and executive.

It is matter of course that we comply with the ban on discrimination anchored in the European Convention on Human Rights and in the EU Charter of Fundamental Rights. Accordingly, we do not discriminate against employees due to their gender, ethnic or social origin, sexual orientation, culture, religion, age, or state of health. Within the context of the regional environment, persons of identical professional and personal qualification must be treated the same with respect to hiring, conditions of employment, continuing education, and personnel development. Or, in short: for the DKV MOBILITY SERVICES Group, all human beings are equal.

Therefore, it is also stipulated in our Code of Conduct that the selection of our suppliers and service providers is following objective as well as reproducible criteria and, where possible, is being carried out in the context of requests for quote.

Our Code of Conduct is one of the central documents of our company and serves as guideline in our day-to-day work. It is continuously being updated and is, at the time of authoring this report, available in Version 3.0, dated December 1, 2015. It is handed out to every new employee and available for review at any time via the Intranet.

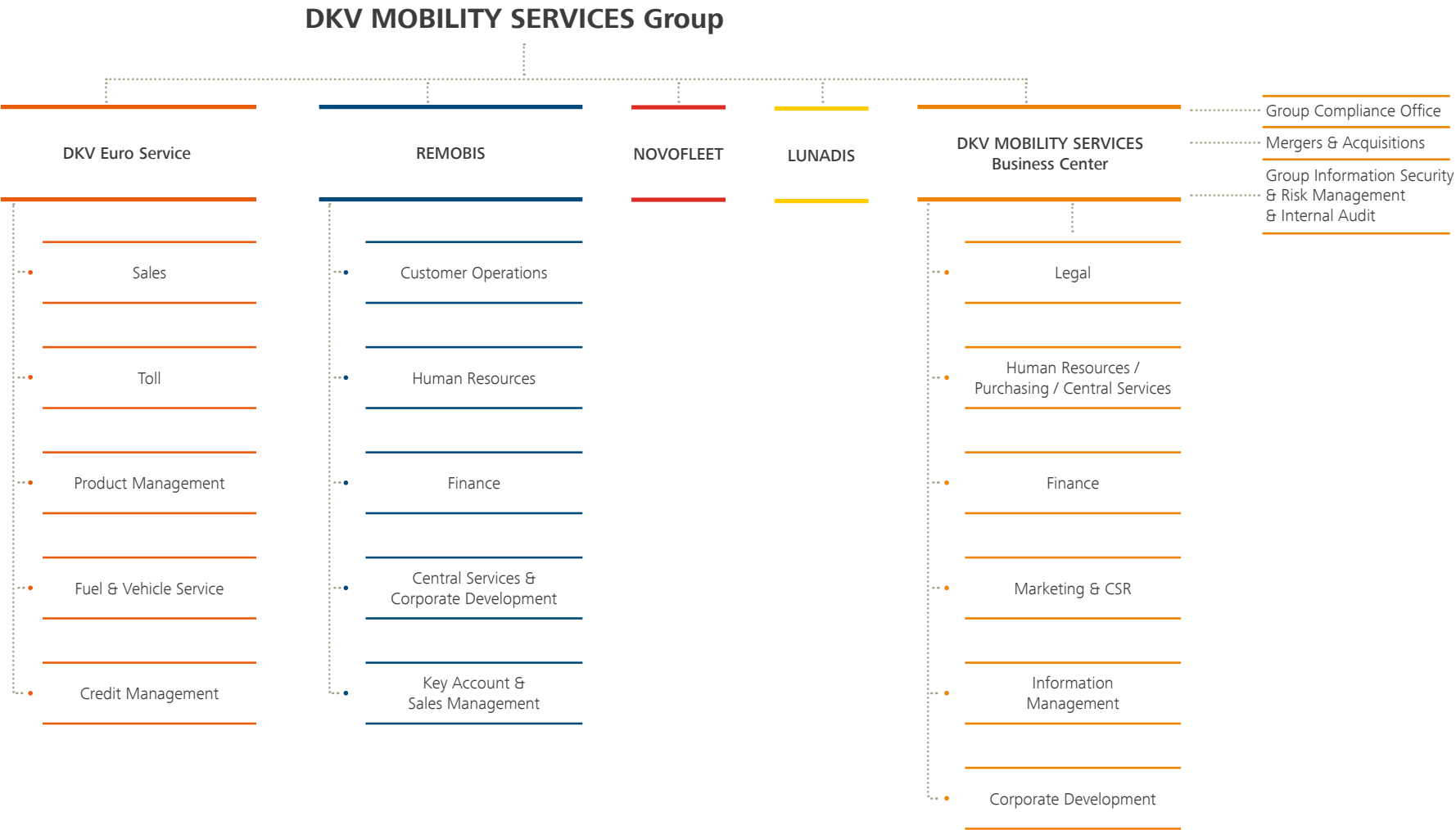


The most important maxims of our Code of Conduct

1. We comply, at any time, with the law and regulations as well as our own communicated business guidelines.
2. We identify with our business values and act with integrity, success oriented, cooperatively, and responsibly.
3. We treat our business partners fairly.
4. We act in accordance with the principles of a fair and free competition and comply with competition and anti-trust law.
5. We do not grant any illegal advantages and do not bribe.
6. We do not accept any illegal advantages and do not accept bribes.
7. Decisions regarding donations are made by the executive management of DKV MOBILITY SERVICES HOLDING GmbH + Co. KG.
8. We do not pursue any interests that contradict those of the DKV MOBILITY SERVICES Group.
9. We utilise the resources of the DKV MOBILITY SERVICES Group prudently and appropriately.
10. We adhere to data protection and IT security regulations.
11. We keep confidential the confidential concerns of DKV MOBILITY SERVICES Group.
12. We adhere to the principles of proper bookkeeping.
13. We take into consideration the concerns of the environment and we comply with safety regulations.

THE INTEGRATED MANAGEMENT SYSTEM

To lead a company sustainably within the meaning outlined means to set up a corresponding management. For this, the DKV MOBILITY SERVICES Group is counting on an Integrated Management System. Or, said differently, different instruments and structures ensure that all the important requirements in the areas of quality, safety, as well as environmental and occupational protection are fulfilled equally and in coordination.



DAS DKV GROUP COMPLIANCE OFFICE

To us, compliance means all measures that lead towards adherence to laws and regulations as well as to our own guidelines. Rightly so, this is also part of good executive management. Accordingly, compliance is a task for the executive management at DKV MOBILITY SERVICES Group.

We do not tolerate any violations of applicable anti-corruption and anti-trust regulations. Illegal favours – in whatever form – are not the foundation of our business activity and we will therefore neither grant nor accept them.

In light of this, we introduced a transparent compliance program for all employees already in 2013, which is being reviewed and developed further regularly. Its foundation reflects the formal compliance organisational structure and the implementation of the Code of Conduct which – without exception – is directed at all employees of the DKV MOBILITY SERVICES Group. Important: the Code applies across all country borders.

The DKV Group Compliance Office is reporting directly to executive management. At the same time, the compliance office is available as central point of contact – in both German and English – to all employees within the DKV MOBILITY SERVICES Group. The DKV Group Compliance Office helps in the interpretation of the Group guidelines and of the Code of Conduct. At the same time, it is responsible for the monitoring of handouts and for processing of notification by employees.

The DKV Group Compliance Office is responsible for the processing of notifications regarding

- » Violations of anti-corruption regulations and cartel law
- » Cases of money laundering as well as other property crimes
- » Cases that put the reputation of the DKV MOBILITY SERVICES Group at risk
- » Cases in which members of the management team are involved as suspects
- » Cases in which damages of more than EUR 1,000 are threatening or did occur
- » Cases that are to be worked on by the DKV Group Compliance Office in deviation from the general rule of responsibility upon a demonstrably expressed and justified request of the notifying party or in which a central processing appears prudent to the DKV Group Compliance Office – for instance due to aspects relevant to the Group





Corporate Social Responsibility – OUR AREAS OF ACTIVITY

- » Corporate Social Responsibility – Challenges in the transport industry
- » Areas of activity and objectives

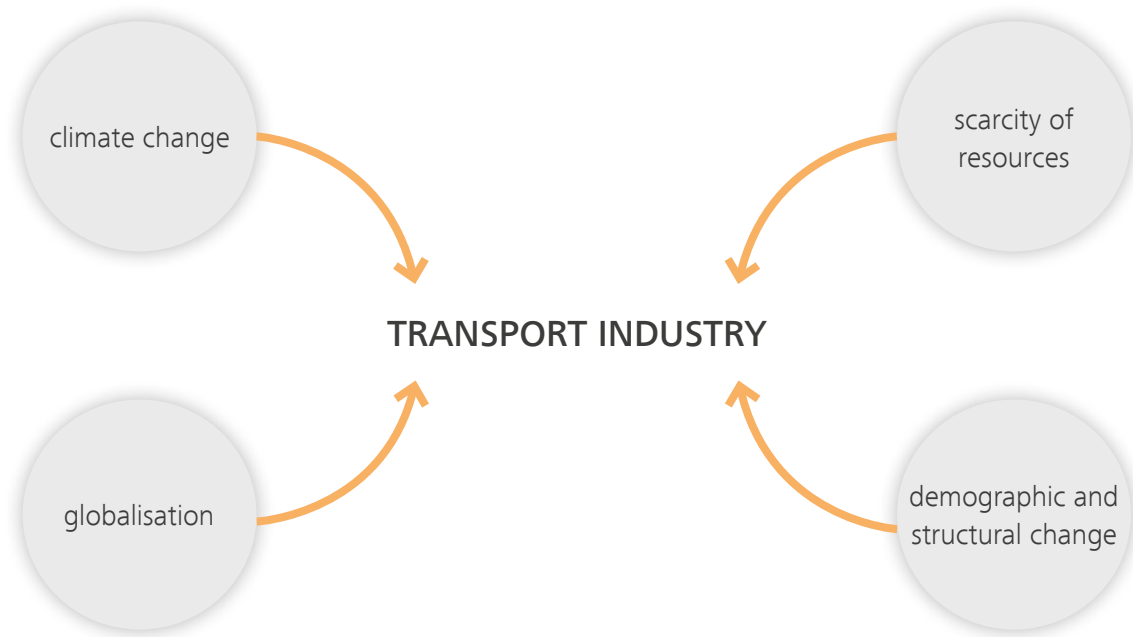
CORPORATE SOCIAL RESPONSIBILITY – CHALLENGES IN THE TRANSPORT INDUSTRY

It is a matter of course that we adhere to any and all statutory requirements of the countries in which we are conducting business. But, above all, to us sustainable commitment means:

To do more than required by the legislature. We want to take on responsibility for the world in which we live and for the people with whom we work together. Those who want to be successful must follow an analytical approach. Therefore we "took a closer look" at our industry. There are four mega trends in the transport industry that pose a challenge to sustainable action and the conducting of business: climate change, globalisation, scarcity of resources, as well as the demographic and structural change in urban logistics.

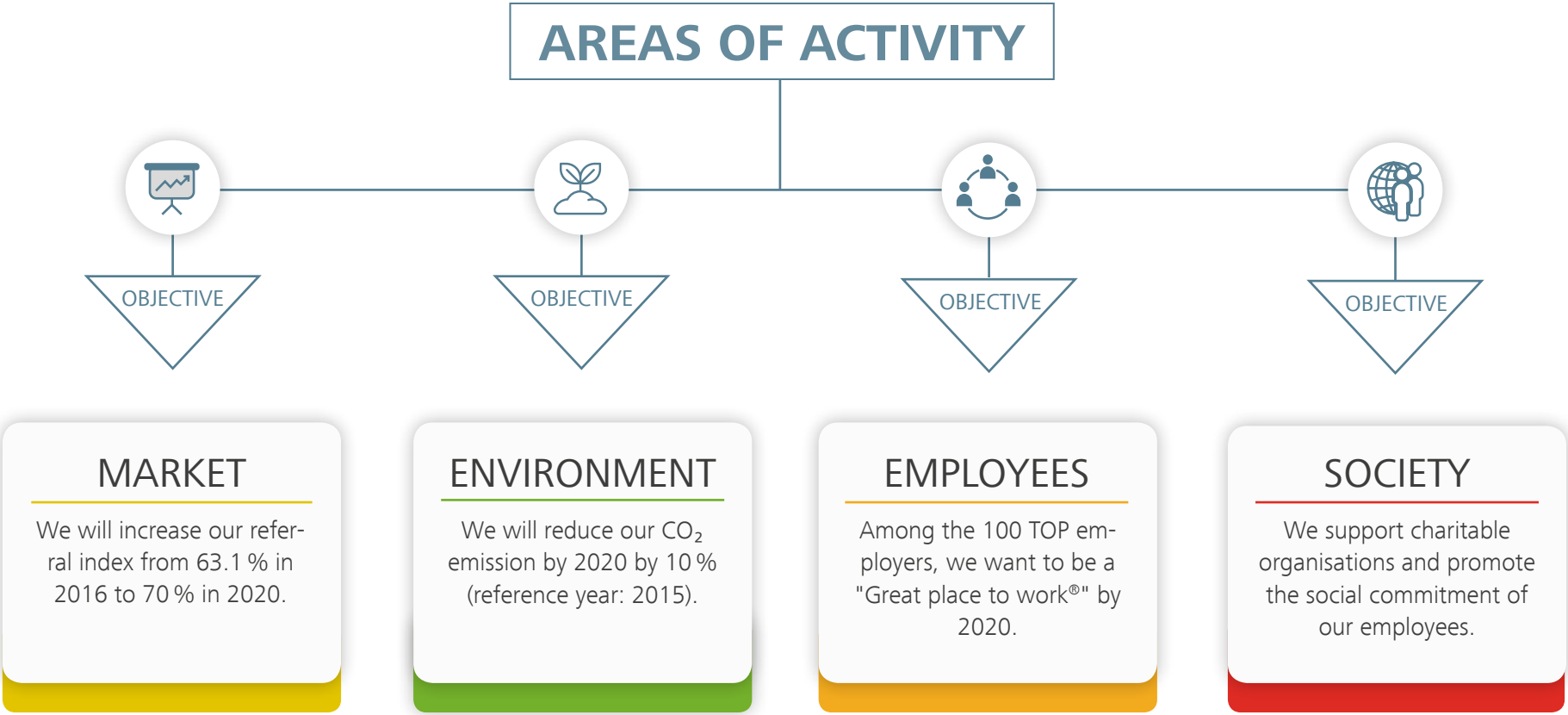
The transportation industry is generating approx. 14 % of all carbon dioxide emissions – and consuming valuable resources. One of the reasons for the growth in the transport industry are the heavily globalised markets which also lead to more competition. At the same time, a lot of societies are undergoing the demographic change that is – in Germany – reflected severely in the lack of qualified personnel. Last but not least, the urban structures are also changing. Here, rural exodus and urbanisation are important tendencies that also have a large impact on the transport industry.

The four mega trends in the transport industry:



AREAS OF ACTIVITY AND OBJECTIVES

Based on the above considerations, we have defined four areas of activity that are relevant to our sustainable business management: market, environment, employees, and society. These areas of activity are linked to specific objectives. For this, we have set ourselves milestones that have been allocated until 2020 and which we check annually.





Corporate Social Responsibility

OUR MEASURES

- » Market
- » Environment
- » Employees
- » Society
- » Objectives at a glance

AREAS OF ACTIVITY



MARKET



ENVIRONMENT



EMPLOYEES



SOCIETY



MARKET

To think, act, and plan sustainably cannot be integrated into the processes of a large company such as DKV MOBILITY SERVICES Group from one day to the next. To operate more sustainably is an ongoing process that, in the best case, never ends – there's always something that can be optimised. In 2017, we made a good deal of progress on the path towards sustainability in some areas...

Our customers, suppliers, and partners have always been and will always be important to us. Therefore, we work together with them in a partner-like, trusting, and long-term fashion. They are also partners when it comes to sustainability in the day-to-day business processes: we ourselves are working more and more sustainable the more sustainable our partners and customers work. In accordance with our objective to always provide our customers with solutions of the highest quality, we have introduced a quality management system in accordance with ISO 9001:2008 for the toll product in 2012.

STAKEHOLDERS

In addition to our customers, suppliers, and partners, there are also numerous other stakeholders in a relationship with DKV MOBILITY SERVICES Group. In 2017, we analysed and structured the relationship to our stakeholders. One important issue was the analysis showing in which relationship we are to which groups.

The stakeholders of DKV MOBILITY SERVICE Group at a glance



STAKEHOLDER DIALOGUE

There are two stakeholder groups that carry a particularly high weight for us: our customers, and our employees. Even though this sounds like a truism, it is in fact the case that without these two stakeholder groups the business model of DKV MOBILITY SERVICES Group would be doomed to fail. Therefore, we once again surveyed out customers during the reporting year regarding their satisfaction.

Customer satisfaction analysis

A total of 25,000 customers* were surveyed. From the data obtained, measures regarding an increase of both customer retention and utilisation of the customers' potential as well as for lowering the customer attrition rate were created.

The results speak for themselves:

Compared to 2016, DKV was able to maintain its good marks with evaluation of customer orientation, reliability and sympathy. In the areas of innovation and sustainability, we also made considerable progress from our customers' point of view, but we still want to become even better by leaps and bounds.

DKV among Germany's Top 10 in terms of customer orientation

DKV Euro Service is once again one of Germany's companies with the best customer service. In its second participation in the cross-sector competition "TOP SERVICE" organised by Handelsblatt in cooperation with other partners, the mobility service provider came seventh. DKV thus improved by two places compared to the previous year. Also, DKV was named industry winner in the "Transport and Logistics" category. A total of around 150 renowned companies from all over Germany submitted their applications. An independent jury from the industry and scientific sectors awarded DKV top marks for good customer service and consistently high service quality. To determine the customer orientation of the participating companies, randomly selected customers were surveyed.

In addition, the readers of lastauto omnibus, trans aktuell and FERNFAHRER declared DKV for the 13th time in a row as "Best Brand 2017" in the Fuel Card category. A total of 11,413 high-affinity readers took part in the voting procedure. The trade magazine "Autoflotte" also selected DKV as "Top Performer 2017" in the "Fuel Cards" category. 200 fleet managers were interviewed. For the first time, DKV was able to leave its well-known competitors Aral and SHELL behind it.

*Customers from nine countries are being surveyed annually.



MARKET

"Touch Points": Select touch points with our customers



CARD

A gas and service card for all services all around the logistics and transport industry and at the same time the core product of DKV Euro Service and Novofleet that ties all services of the company together.



CARD +CHARGE and CARD CLIMATE

...the gas and service cards for customers who want to make a climate contribution. Either with electrically operated vehicles and the CARD +CHARGE, or via CO₂ compensation with the CARD CLIMATE.



Toll system/boxes

In select European countries, DKV Euro Service is offering toll boxes of its own for recording the toll transactions. For this, additional tools in Europe are being recorded and billed.



Refund

...is the flexible VAT and mineral oil tax reimbursement of DKV Euro Service for numerous European countries.



Breakdown emergency number

In case of an emergency, DKV Euro Service is offering various vehicle services all over Europe.



Website

The DKV website is one of the central interfaces to the customers of the group of companies. Accordingly, the most important information regarding the company, its services and products as well as news is presented in 17 languages.



Online services

Additionally, customers can administrate their gas cards online and easily manage the data. This includes consumption analyses, overviews of transactions and card utilisation – and that virtually in real-time.



Customer support

In the interest of our customers, we place considerable emphasis on competent, friendly, and reliable in-house customer service and field representatives for all customers.



Prices/conditions

Transparent and customer-oriented as well as tailored pricing models, corresponding to the customers' needs.



Invoices

The invoices of DKV MOBILITY SERVICES Group ease the customers' work. They are sent electronically and are designed for a straight-forward, efficient, and modern bookkeeping system. For problem-free analysis, important positions can be equipped with interactive functions.

NEW PRODUCTS

To accommodate our customers' wishes for innovation, we have developed a series of new products.

Two of them, in particular, influence work in 2017. These are NEXT GEN: The DKV BOX EUROPE and DKV EASY FLEX for more liquidity.



NEXT GEN: The DKV BOX EUROPE

The new DKV BOX EUROPE is based on the state-of-the-art Sitraffic Sensus Unit from Siemens. It is equipped with hybrid radio technology and can record and invoice DSRC and GNSS-based tolls. This enables us to offer a technology that meets the latest requirements of all EU member states and can be used throughout Europe in the future. Users can install the on-board unit themselves and exchange it between their vehicles. Time-consuming installation or conversion in a specialist workshop is not necessary. Toll registration and country activation is implemented conveniently via the DKV online portal. The data is sent over-the-air to the OBU. And: exchanging the box if the vehicle is changed is no longer necessary.



DKV EASY FLEX for more liquidity

In the year under review, a new DKV product called DKV EASY FLEX was introduced. The new service increases our customers' financial flexibility by extending the payment terms. Our customers have an increasing need for liquidity for various reasons: these include extended payment terms with their own customers and the associated increase in refinancing costs. Other reasons are the procurement of storage capacity or an increase in the vehicle fleet. In order to be able to react in such cases, DKV Euro Service offers its customers the possibility of extending their payment period to up to 90 days with DKV EASY FLEX.

THE ECO PERFORMANCE AWARD

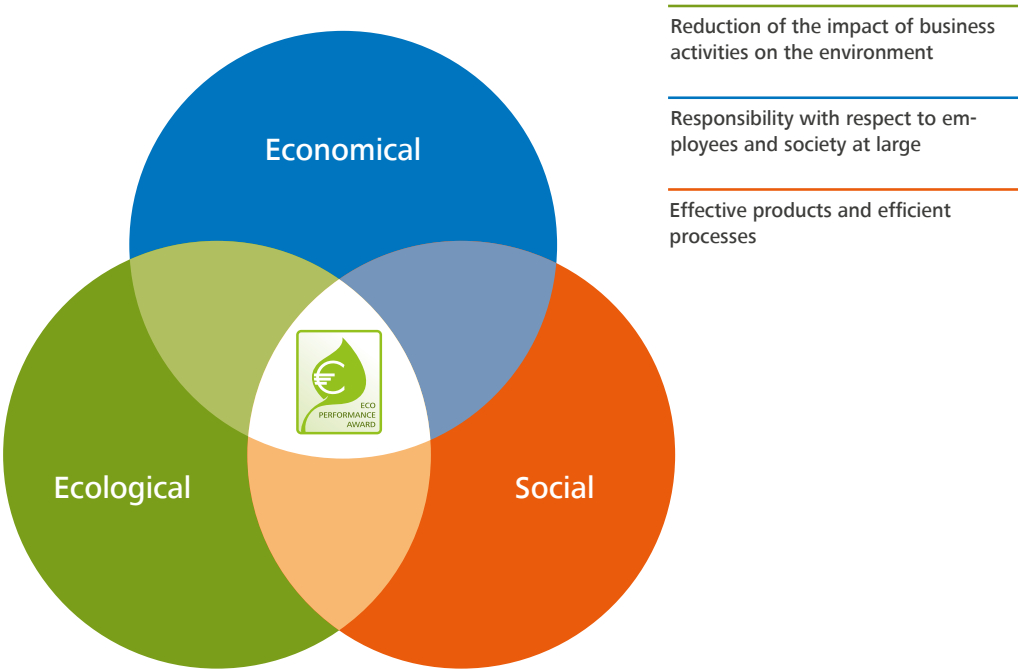
"With the Eco Performance Award, we want to motivate others to do the right thing when it comes to sustainability. In this, we are only credible if we constantly question our own processes from a CSR point of view, develop new ideas, and also implement them."

Ulrich Wolter, Director of Marketing

Jointly with our partners, we are presenting the Eco Performance Award year after year. It emphasises our role we are taking on in the market. In this, "staying power" is important to us and as such this leading European award for sustainability in the transport and logistics industry is already entering its twelfth year. It honours the pioneers of the industry that are taking paths into the future that are both innovative and practically applicable. The Eco Performance Award honours companies that bring

economical and ecological aspects into harmony. In addition to the economic success and the dedication to environmental protection, the commitment of the company to its own employees and to society at large is also honoured by the jury.

www.eco-performance-award.com



Winners of the Eco Performance Award 2017

OBJECTIVES – MARKET

A good interim balance

The overview shows that we have already achieved quite a lot of what we had planned to do in the "Market" area of activity: taking into account the needs of our customers and their satisfaction with us and with our products is central in this. Therefore, we are constantly adjusting our product portfolio – we will continue on this path in the months and years ahead.

Our objectives for 2018 and beyond are:

Objective	Measures	Deadline
Expanding the product portfolio in the area of tolls	» Introduction of new products - cross-country toll box for all of Europe - domestic toll box for Italy	2018
Expansion of the network for alternative fuels and electro-mobility	» Europe-wide expansion in the area of e-Mobility » Expansion of the LNG and LCNG gas station network	2020
Increasing the referral index from 63.1 % to 70 %	» Customer surveys » Social media platforms (Facebook, Xing, LinkedIn) » Including customers in the product development already	2020



ENVIRONMENT

We are improving our environmental balance and that of our customers and suppliers with sustainable products and solutions. We take into consideration the concerns of the environment and we comply, of course, with all safety regulations. The responsible handling of the environment and of the natural resources is a fundamental component of our business activity. Our employees are to work in a safe and healthy environment.

OUR CLIMATE-NEUTRAL HEADQUARTERS

Our headquarters in Ratingen is a climate-neutral building. As such, it is also a materialised symbol of our efforts for more environmental compatibility.

The house is utilising geothermal energy and is covering a large share of the necessary heat via a regenerative energy source. In addition, we have been compensating all carbon dioxide emissions that occur at our headquarters for years already. Accordingly, we invest in certified climate protection projects of the well-known climate protection organisation myclimate Deutschland GmbH. Among the climate protection projects sponsored with this are, for example, the construction of wind energy plants in Turkey and the utilisation of biomass digesters in China. The fees exclusively flow into project with the Gold Standard, the highest certification standard for CO₂ projects.

The necessary calculation of the CO₂ emissions by myclimate covers all business processes: from heating and cooling, purchased electricity, paper and printed matter to electronic devices, which also include the CARDS and boxes, the meals and distribution, business travel and commuting as well as waste and water. Plus: we have used our CO₂ compensation CARD *CLIMATE* for our fleet of vehicles.

As a result, we were able to save approx. 2,714 tons of CO₂ in 2017. At first glance, this appears to be a step back in comparison to the preceding year, but: in 2017, we created a lot of new jobs and more employees also consume more fuel and energy.



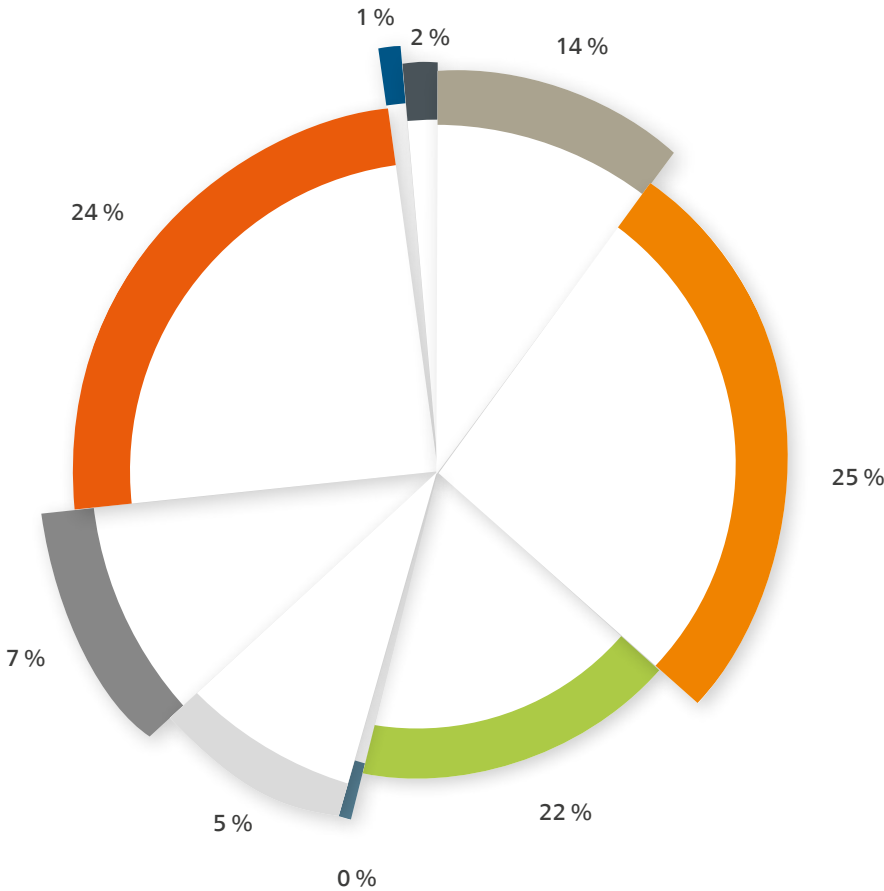
GREENHOUSE GAS BALANCE 2017 (INCL. PRODUCTS)

The analyses of the CO₂ emissions are provided annually in a report. The greenhouse gas balance is based on the internationally recognised GHG Protocol Corporate Value Chain Accounting and Reporting Standard and takes into account our subsidiaries in Germany as well as our international product portfolio.

Total greenhouse gas emissions by different categories:

	t CO ₂ e
● Heating and cooling	51
● Purchased electricity	609
● Paper & printed matter	122
● Electronic devices	650
● Meals & beverages	379
● Transport via own vehicles	0
● Distribution	11
● Business trips	192
● Commuting	679
● Waste and water	20
Total (t CO₂e)	2.714

Annual greenhouse gas emissions acc. to different categories. All values are in tons of CO₂ equivalents. As such, they take into consideration the six relevant greenhouse gases (greenhouse gases carbon dioxide, methane, nitrogen dioxide, hydrofluorocarbons, per-fluorohydrocarbons, and sulphur hexafluoride) in accordance with IPCC 2007.



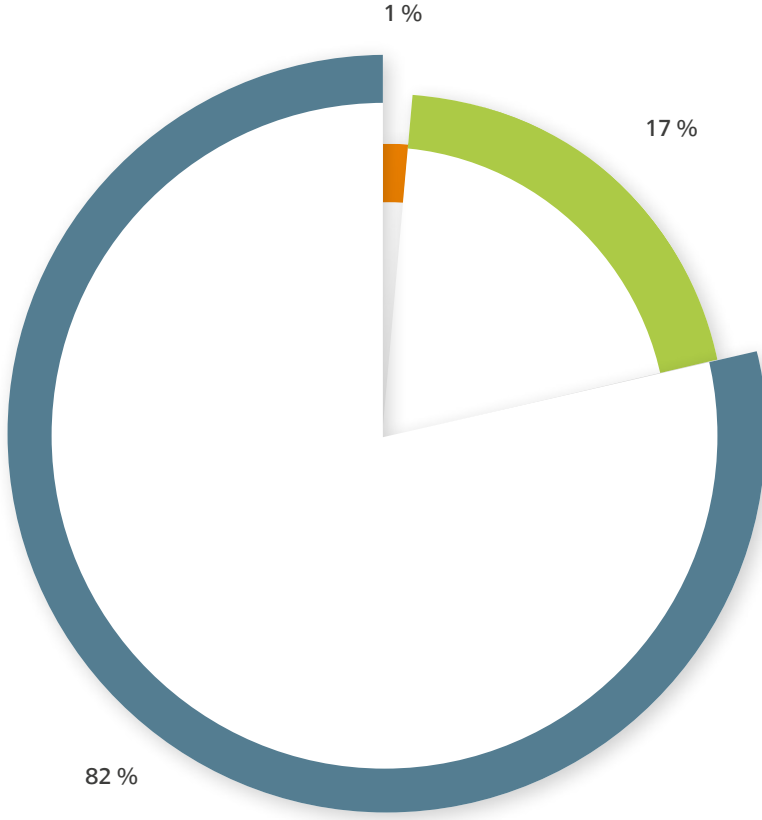
Scope 1: includes all direct emissions from one's own or controlled resources such as business trips on company cars, or the combustion of fuels in heating systems.

Scope 2: includes all indirect emissions from the manufacturing of purchased energy that the company consumes, for example emissions of the combustion of natural gas to generate electricity.

Scope 3: includes all other indirect emissions that occur in the production of raw materials, products, or services that are utilised by the company such as business-related traffic by vehicles that are not owned by the company.

	t CO ₂ e
● Scope 1	41
● Scope 2	456
● Scope 3	2.216
Total (t CO₂e)	2.714

Greenhouse gas balance in accordance with the scopes for the year 2017



ENVIRONMENTALLY-FRIENDLY FUEL SUPPLY IN DAY-TO-DAY LIFE

We are providing more than the supply of fuel with mineral diesel: fuels that are more environmentally-friendly are gaining more and more in importance for us, too. Accordingly, our customers can pay for alternative fuels with our gas cards. For this, they can check their own CO₂ emissions at a glance in our comprehensive eReporting analysis tool or compensate the CO₂ emissions of a trip in full. Via the apps, stations with alternative fuels such as electricity, liquid petroleum gas, and natural gas can also be located quickly.



The climate-neutral CARD *CLIMATE*

On the path to more sustainability, our products are also intended to successfully furnish support for environmental protection. Helping in this is also our CARD *CLIMATE*. With its help, our customers have compensated for approx. 30,082 tons of CO₂ in 2017.

The compensation is necessary since it is well known that each litre of fuel combusted is generating CO₂ – independent of the Euro norm, the particulate filter, or the catalysts. The amount of gas harmful to the climate is always equally high. With the CARD *CLIMATE*, the released CO₂ will be compensated completely. For this, a small compensation surcharge is being billed for each litre of fuel. We pass this surcharge on to our partner myclimate – without any restriction.



The hybrid card *+CHARGE*

Alternative drives are gaining more and more traction in the automotive and transport industry. This applies to pure electric vehicles and plug-in hybrid vehicles. With the CARD *+CHARGE*, we provide another bonus point: charging electricity! With this card, the vehicles can be charged with electricity without a problem at numerous publicly accessible charge stations.

ELECTROMOBILITY: THREE QUESTIONS, THREE ANSWERS

Electromobility has been announced for some time now as the "next big thing". As one of the leading mobility service providers, we want to support our customers here right from the start, said Christopher Schäckermann, Head of Product Management E-Mobility Services at DKV Euro Service.

QUESTION 1

Mr. Schäckermann, simply asked: Why electromobility?

Quite simply because our customers are increasingly moving in this area and want to ensure their supply. And of course we accompany them on this path. We've been offering the DKV CARD *+CHARGE* hybrid card for this purpose since 2015. Our customers can use it to bill for conventional fuels, tolls and vehicle services and also charge electricity. In the past two years, the number of public charging points accessible via the map has increased more than sixfold from an initial 2,500 to around 16,500 charging points today.



QUESTION 2

What else does DKV offer?

Our portfolio includes charging at home, at work and at public charging points – in short: @home, @work and @public. We're also focusing on destination charging concepts that can be charged in a car park or on the parking lot of a supermarket, for example. As with conventional fuelling processes, we offer correct recording and billing. As a long-standing billing integrator, we have excellent expertise in this area. After all, we charge more than 170,000 customers throughout Europe for fuel and toll transactions. Whether litres or kilowatt hours are billed is of secondary importance to us.

QUESTION 3

Such a supply concept requires hardware and partners who provide it...

In the past, we've consistently expanded our portfolio in the field of electromobility. With our own expertise and partnering approaches, we also support our customers in the sector of electromobility as a full-service provider. The most recent example is a cooperation with innogy SE. By founding a joint venture with innogy, we wish to expand our range of services even more efficiently, and we can offer comprehensive supply solutions for electric fleets in a timely manner and invoice these transparently. And of course across Europe.

MORE ENERGY – LESS CO₂

With our products, we help our customers to operate more sustainably. This applies, for example, to the CARD *CLIMATE*, because with our partner myclimate, we sponsor climate protection beyond borders with this card. This always entails specific projects that are provably contributing to climate preservation.



Turkey

Renewable electricity that does not burden the climate – in Izmir (Turkey), myclimate is supporting the construction of a new wind park.



Kenya

Less wood, CO₂ and soot: with the Upesi ovens, produced in Kenya itself, the vegetation and biodiversity of the Kakamega rainforest is being preserved.



China

In China, traditional coal-burning stoves in rural households are being replaced with gas stoves that are cleaner and that are operated with biomass.



Madagascar

Madagascar is suffering from a quickly progressing deforestation. Myclimate is therefore promoting the introduction of climate-friendly solar cookers.

OBJECTIVES – ENVIRONMENT

A good interim balance

In three areas, we are working on operating more sustainably. Those areas are our infrastructure, from the real estate to the printers, our products that allow our customers to work more sustainably, and our employees, who save energy and resources in day-to-day work life. In the past year, we have made considerable advances in our sustainability efforts, but we are also planning on a lot more.

Our objectives for 2018 and beyond are:

Objective	Measures	Deadline
Reducing power consumption	<ul style="list-style-type: none">» Sensitisation of employees: material and training» Switch to eco electricity» Utilisation of LED as lighting	ongoing
Reducing the consumption of printing paper	<ul style="list-style-type: none">» Sensitisation of employees through training» Expanding the e-invoicing	ongoing
Reducing the CO ₂ emissions in the fleet area	<ul style="list-style-type: none">» Tightening of the travel guidelines» CO₂ compensation	ongoing
Reduction of the CO ₂ emissions at customers	<ul style="list-style-type: none">» Sustainable gas cards: CARD <i>+CHARGE</i> and <i>CLIMATE</i>» Presentation of sustainable projects with the Eco Performance Award	ongoing



Employees

The international make-up and the representation of all age groups ensure that the DKV MOBILITY SERVICES Group has a very diversified staff structure. The distribution of women and men within the DKV MOBILITY SERVICES Group in Germany – without REMOBIS and Sales & Distribution subsidiaries – is uniform. The share of female employees is 49 % – and that of male employees is, accordingly, 51 %. Of those, approx. 12 % are in part-time positions. The average duration of employment is approx. nine years.

THE EMPLOYEES OF DKV MOBILITY SERVICES GROUP

To further expand our position as best-in-class mobility service provider, we are constantly hiring people with personality and foresight who are enthusiastic and want to work at an international top company. This is also apparent in the 174 men and women we hired in 2016. From 2016 to 2017 alone, we hired 196 new employees. Our course of growth is thus not only strengthening the DKV MOBILITY SERVICES Group, but also creating good and secure jobs, in addition.

Our values are important to us

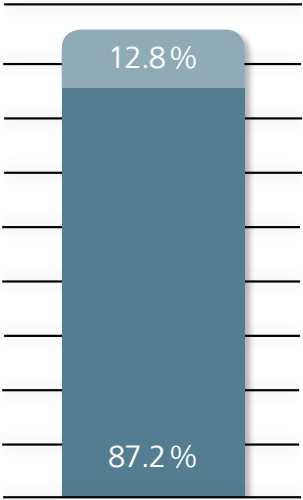
Integrity, cooperation, responsibility, and will to succeed are our joint values and represent fixed components of our business culture. These values constitute the foundation for the cooperative and productive cooperation of our employees. Thus, they constitute the cornerstone of our growth. Our values guide us in working together and are the metric of our day-to-day action.



THE EMPLOYEES OF DKV MOBILITY SERVICES GROUP BY NUMBERS

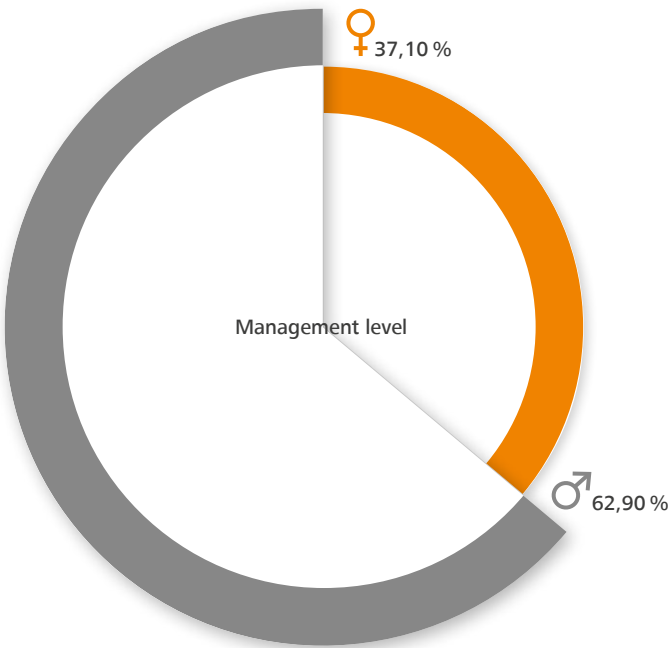
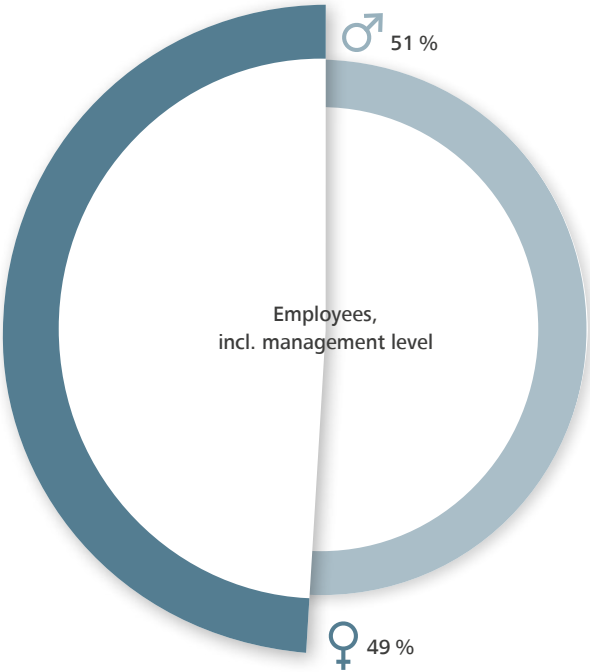
(incl. Remobis & sales subsidiaries)

Number of employees (total)

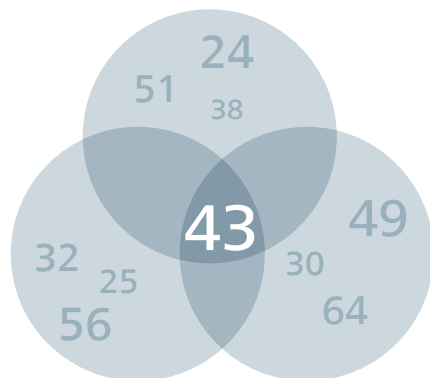


- DKV Group part-time
- DKV Group full-time

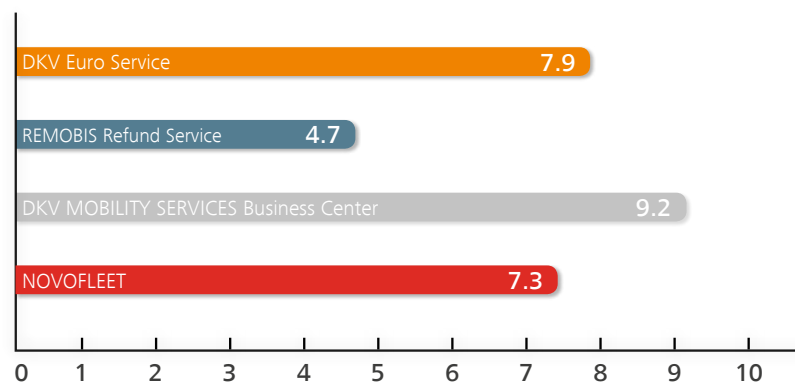
Gender distribution



Average age in years



Average duration of employment in years



Severely handicapped persons



22 severely handicapped persons.

The average degree of the handicap is 55 %.

Rate of occupational accidents

< 1%

*DKV Euro Service + DKV MOBILITY SERVICES

TRAINING



The topic of training is gaining more and more in importance at the DKV MOBILITY SERVICES Group. We have made it our objective to groom our own junior staff. This approach has several advantages: we are creating well-trained employees who are familiar with our business model, our products, our customers and employees, as well as the business structure and the business culture.

For this, the dual training has paid dividends in the years past. This combination of vocational training and university studies combines theory and practice in an ideal way and furthermore provides us the opportunity to familiarise the junior employees right from the start with our business model and our industry. At the same time, we obtain – on the one hand – new knowledge, and – on the other – innovative concepts from the institutions of higher learning.

Within the vocational training, we continuously promote and develop our junior staff further. After successfully passing the examination of the Chamber of Industry and Commerce, the [graduated] apprentices take over first responsibilities at our company in a task area commensurate with their interests and abilities. In addition to the classic apprenticeship, we also offer degree courses of study alongside of work.

In 2017, 20 apprentices and 5 on-the-job-trainees were working within the DKV MOBILITY SERVICES Group in the most diverse of areas – 68 % of them in the form of a dual course of study. The retention rate in the reporting year was – just like in previous years, too – at 100 %.



International Management*

- Commercial Clerk for Office Management Business Information Systems

Business Information Systems*

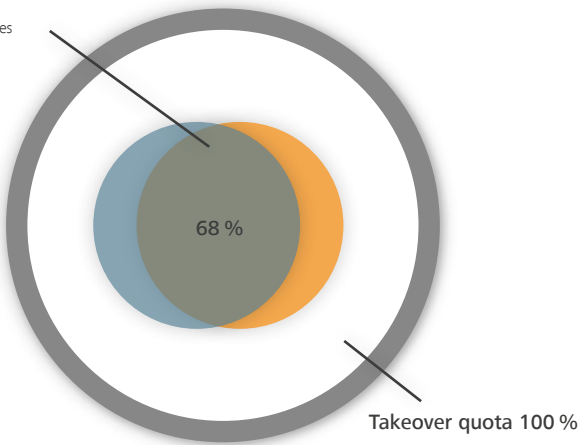
- Information Technology Officer
- Computer Scientist for Application Development
- Computer Scientist for System Integration, training professions

Integration, training professions

- Commercial Clerk for Dialogue Marketing (without academic degree)

*with and without academic degree

Dual studies
Apprentices, trainees



“Welcome Diversity – come in & develop”

The "Welcome Diversity" project has been under discussion at DKV since 2015 due to the high number of refugees. With this project, DKV wants to support young migrants who are willing to learn and facilitate their way into working life and a better social life. DKV wants to set an example with this project and take on a pioneering role for other companies in the region. People who have a difficult fate behind them are also offered a start into a better future in this way. In the summer of 2016, a first trainee who had fled from Iran began his training as an IT specialist for application development in our company. Ghadeer Nader Ghanim followed in 2017 with training as an IT specialist for application development.



Ghadeer is 26 years old and comes from Iraq. He is very pleased that he got the chance from DKV to start a training here and to integrate well.

Ghadeer, how did you find out about DKV and how did you come to apply?

During my time in the refugee home in Düsseldorf, I heard about a football group that met at hobby level. We were invited by the football group so that we could occasionally play football with them. When we were together I came into contact with a DKV employee of many years' standing who then told me about DKV's "Welcome Diversity" project. .

Do you feel comfortable in the company or do you sometimes wish for more support?

I enjoy working at DKV. All of my colleagues are friendly and very open to me. The fact that DKV is a very international company makes me feel very comfortable, and I learn something new every day. In case of questions or with things I'm not sure about I always have a contact person, and meanwhile I already know a lot of people and know that I always have someone to clarify questions. So far I haven't had a situation where I would have liked more support.

Are there still problems with language between you and your colleagues?

From time to time there are small communication problems, but these aren't serious. In the mean time I speak German pretty well and can express myself fluently, though sometimes I need a little help.



DIVERSITY

DKV MOBILITY SERVICES Group is represented in 42 countries and we appreciate the corresponding diversity of our colleagues. To us, this diversity is a gain and an opportunity at the same time in the context of diversity management – also for the success of our group of companies.

We absolutely do not tolerate discrimination of employees, in particular not for reasons of gender, ethnic or social origin, sexual orientation, culture, religion, age, or state of health. This is why we hire people exclusively based on objectively reproducible subject matter-related criteria and not for the pursuit of personal interests. The same applies in case of promotions.



REMUNERATION AND BENEFITS

In addition to a market-typical remuneration, all employees at DKV MOBILITY SERVICES Group receive a performance-oriented bonus. The latter depends on the individual objectives which are agreed upon with the supervisor once a year. Also provided are holiday pay and a Christmas bonus, each in the amount of one month's salary.

After the first six months of employment, there is additionally an entitlement to capital-forming benefits for employees covered by collective agreements.



FLEXIBLE WORKING HOURS

Our weekly working time amounts to 38.5 hours and is coupled with an employee-friendly flextime system. This way, our employees can design their workday outside the core working hours individually and flexibly themselves. We place value on the achievability of the amount of work within the defined working hours. If – in exceptional cases – overtime becomes necessary, the latter can, at the employee's discretion, either be paid out or compensated for with time off. Depending on the position, we also offer our employees the option to work from the home office on select days. Each employee is, furthermore, entitled to 30 days of holiday leave.

CONTINUING EDUCATION

With the international DKV Group Academy, we offer our employees a selection of seminar modules in which they can further develop their skills according to needs. For learning and development, we follow the Charles Jennings 70-20-10 model in which 70 % of learning takes place on the job, 20 % through networking and coaching and 10 % in seminars. The Academy offers target group-specific programmes for the 10 % seminars.

International management development is an important component of this. All new DKV Group executive managers undergo multi-module certified management training in which they learn the basics of management. In 2017, the international team managers of our sales subsidiaries were also trained in this management training in Ratingen. Learning together with colleagues promoted their networking capabilities, so that they can continue to exchange ideas on leadership topics and learn from each other in the future.

At the end of 2017, we launched a first kick-off event for our department heads in a management development programme that we developed together with an external training institute especially for the experienced middle management target group. In several modules and practical days, department heads are enabled to align their leadership role to future requirements and expand their areas of expertise. A common understanding of leadership is developed which also takes into account the increasing complexity and necessary changes with regard to agile work. All national heads of department and all international heads of sales subsidiaries take part in the programme. With a jointly developed and modern understanding of management, they will be able to successfully shape the future of the DKV Group and flexibly meet future challenges.

In addition to externally implemented development measures, the DKV Group Academy's Leadership Programme also includes internal training units such as the DKV driving license as part of onboarding for new managers, employment law fundamentals and the carrying out and managing of competence discussions. At the employee level, we offer seminars in which employees can develop their social, personal and methodological skills in addition to their specialist expertise. As well as individual

Our continuing education measures in numbers



individual seminars we also offer various training courses with external trainers as an in-house format. For example, we trained a group of project managers in modules on communication, conflict management, presentation and moderation as well as the technical managing of project staff. Because of the format, participants benefited from networking and learning together. Our Onboarding@DKV module provides all new employees with basic information about the DKV Group and our corporate values.

Further education planning for all programmes is carried out in development planning in a competence meeting with the direct manager, or as part of the familiarisation plan together with the manager and Human Resources.

HEALTH MANAGEMENT

The health of our employees is very important to us and our offers in the context of the company health management focus on prevention. Regular health checks and skin cancer and vein screenings ensure a good preventative care for our employees.

FITNESS COOPERATIONS

The cooperation with a large chain of fitness studios enables our employees to exercise at a discounted rate. They save both ten euros off the monthly fee and the registration fee is also waived for them. As a try-out, our employees can exercise one week free of charge. Additionally, the regular participation in company runs is provided for team sports activity.

HEALTHY NUTRITION

Fresh fruit is part of a healthy and balanced diet. Therefore, we are making fruit available to our employees – free of charge – during working hours. For each fruit basket from the company Fruitful Office, a fruit tree is sown in Malawi, Africa. We helped to plant 1,179 fruit trees in 2017 alone in this way. Our company restaurant stands for regional origin and organic dishes. Additionally, our company restaurant features meals of regional origin and biological cultivation.

HEALTH DAYS

In addition, we organise health days regarding different topics, and provide advice regarding occupational health topics, occupational safety, and ergonomic workplace design.

ERGONOMIC WORKSTATIONS

Our ergonomic workstations are in compliance with the workplace regulations. Employees can adjust their desks, and the option exists to order electrically adjustable desks, that can be raised to standing height. The office chairs feature various functions for back-friendly working and were developed jointly with the German Sport University Cologne. In addition, our employees have to take an annual test on the subject of "healthy working".

COOPERATION WITH THE FÜRSTENBERG INSTITUTE

We are supporting our employees both at and outside of work in case of problems or sorrows. In this context, we have been working together with the Fürstenberg Institute for four years already. This institution is one of the leading systemic consulting companies in the German-speaking area. Our employees can ask them for advice in case of professional, personal, health, and family issues. The so-called family service provides advice to employees in terms of the compatibility of job and family. The consultation is, of course, absolutely confidential and free of charge.

OCCUPATIONAL HEALTH CARE

Our employees can also obtain occupational health care. This care is provided by the Department of Occupational Medicine of TÜV Rheinland. Additionally, regular ophthalmological examinations are carried out by the TÜV.

HEALTH MANAGEMENT

VALUE BREAKFAST

For the DKV Group, the four corporate values of "**integrity, willingness to succeed, cooperation and responsibility**" are so important that they are kept alive in the form of a value breakfast. There was also a quarterly value breakfast with the executive management with randomly selected employees from all departments and across the complete hierarchy. The management discusses with the employees which significance the values have in their daily activities and generally within the DKV MOBILITY SERVICES Group. We welcome further suggestions or questions.

GREAT PLACE TO WORK®

For the future, the DKV MOBILITY SERVICES Group has made it its objective to be among the Top 100 employers and thus be a "Great place to work®". This award is being presented by an internationally working research and consulting institute. At the core of the comparison of the DKV MOBILITY SERVICES Group was a survey of all employees in June of the reporting year. In comparison to 700 other companies, we were able to climb to 130th place – a result we are very happy about. At the centre of the consideration was the optimisation of internal business processes and structures, increasing the attractiveness of the group of companies in the context of employer branding, as well as the DKV brand both inside and outside the company.

77 % of our employees – domestically and internationally – participated in the survey. Of those, 80 % considered the DKV Group a "very good employer". Our employees show particular pride in working at the DKV Group and are enthusiastic about our products and services. In particular, our family-like, friendly atmosphere as well as the fairness in the workplace are among our strengths. But the flexible working hours design as well as the remuneration and benefits at the DKV Group are very much appre-



ciated by our employees as well. Our new employees feel welcome at their workplace and are quickly integrated into the team.

In order to achieve our objective of becoming a "Top 100 Employer", we are identifying opportunities for improvement with the help of the results of our employee survey. For this purpose, each area of the DKV Group has developed areas of activity of its own in close cooperation with the employees. These areas are then integrated into day-to-day work life and continuously checked.

In June 2018, another full international survey is planned with a national and, for the first time, international culture audit. The trainees also receive their own "Great Start" survey which focuses on their training.



OBJECTIVES – EMPLOYEES

A good interim balance

We are being perceived as a good employer and we are offering secure jobs with a fair remuneration. Furthermore, we provide for things that go beyond the statutory requirements. For good reason: we value our employees and we know how important they are to the success of our company. This also will not change in the future

Our objectives for 2018 and beyond are:

Objective	Measure	Deadline
Improving the work/life balance	» Further build-up of the work/life balance (home office) » Flexibilisation of the working hours (flextime system)	2018
Increasing the health rate	» Improving the business health management (preventative medical appointments, Fürstenberg Institute, fruit at the workplace, company restaurant with fresh ecological foodstuffs)	2018
Establishing of a DKV Group Academy and of knowledge management	» Further development of the DKV Group Academy » Development of career models in some areas	2018
Among the 100 TOP employers, we want to be a "Great place to work®" in the future.	» Implementation of an employee survey in October 2018 and a full international survey including culture audit at national level » Continuous accompaniment of select measures from GPTW for all units	2019



SOCIETY

To engage in society is part of the day-to-day business within the DKV MOBILITY SERVICES Group. In this, the projects and initiatives are as diverse as our employees, as select examples from the reporting year show...

GIFTS, FOODSTUFFS AND DONATIONS



Regional aid activities and donations

DKV MOBILITY SERVICES Group is regularly supporting charitable organisations in the Ratingen region. As such, the works council of the DKV MOBILITY SERVICES Group has – once again – presented the children and adolescents of the Maria Frieden children's home with gifts for Christmas in the reporting year. Also under the direction of the works council, foodstuffs and toys were collected for the Rater Tafel e.V. food charity. As in the previous years, executive management donated the equivalent of the non-cash donations. The money was awarded in equal amounts to the Neander-Diakonie "AWO Ratingen" and to the Association for the Promotion of Integration of Disabled Children in Kindergartens and Schools in Ratingen



DKV employees as Christmas angels

Christmas far away from their family at a rest stop on the highway – that is the sad reality for a lot of truck drivers. That is why a team of the DKV once again support the DocStop Initiative for those drivers who were not able to be home for Christmas. For this, they packed 300 gift bags and gifted them to drivers at the Hösel rest stop on the A3 on December 25th. That was also important to the employees of DKV because due to the driving ban on December 25th and 26th, a lot of truckers were stuck in parking lots on the holidays. And: NOVOFLEET dispenses with Christmas presents for customers, and instead of these, donates corresponding amounts to the Düsseldorfer Kindertafel [childrens' food charity] and the DMSG (German Association for Multiple Sclerosis)/NRW Landesverband.

THE FISCHER FOUNDATION



The Fischer Foundation supports socially committed employees of the DKV MOBILITY SERVICES Group. Since its founding in 2010, it has donated approx. 100,000 EUR to social projects. In order for a project or institution to receive funds, an employee of the DKV Group must be associated with the initiative in some form or fashion as a prerequisite. To date, the sponsored projects range from the media equipment for an adolescent living group to fire fighting uniforms for a volunteer fire department, to apparel for sports clubs.

This year for example, DKV Customer Service employee Marita Kauffeldt and her husband turned to the Fischer Foundation. The couple has been involved for several years in the Cambodian Culture Study Group which also promotes the education of children and young people. This association pays school materials and a contribution to the teacher's salary to enable even the poorest families to send their children to school. In the case of building activities, the study group finances new roofs, dormitories, kitchens and sanitary facilities for example. Marita Kauffeldt collected donations and coordinated appropriate measures for this purpose.

OBJECTIVES – SOCIETY

A good interim balance

To help people who need help has for a long time been a core habit of our group of companies and, above all, also for the Fischer Foundation associated with us. The path we have embarked on in this has proven to be the right one: we are helping where our employees are also helping. This increases the impact and provides for a stronger identification.

Our objectives for 2018 and beyond are:

Objective	Measures	Deadline
Supporting of charitable institutions/associations	» Additional and continuing support by the group of companies, the employees, and the Fischer Foundation	ongoing
Increasing the social commitment of our employees	» Christmas Donation Drive 2017 » Supporting socially committed employees via the Fischer Foundation	ongoing
Further promotion of diversity	» Additional training position for a refugee	2018



Objectives point the way and make it possible to simultaneously monitor success. That is why we have set ourselves sustainability objectives in the areas of market, environment, employees and society. We wish to measure ourselves based on the achievement of these objectives.

Dr. Alexander Hufnagl

OBJECTIVES AT A GLANCE

ONCE AGAIN, WE HAVE PLANNED A LOT: OUR OBJECTIVES FOR THE FUTURE

MARKET	ENVIRONMENT	EMPLOYEES	SOCIETY
<p>Expanding the product portfolio in the area of tolls</p> <ul style="list-style-type: none"> » Introduction of new products <ul style="list-style-type: none"> - cross-country toll box for all of Europe - domestic toll box for Italy 	<p>Reducing power consumption</p> <ul style="list-style-type: none"> » Sensitisation of employees: material and training » Switch to eco electricity » Utilisation of LED as lighting 	<p>Improving the work/life balance</p> <ul style="list-style-type: none"> » Further build-up of the work/life balance (home office) » Flexibilisation of the working hours (flextime system) 	<p>Supporting of charitable institutions/associations</p> <ul style="list-style-type: none"> » Additional and continuing support by the group of companies, the employees, and the Fischer Foundation
<p>Expansion of the network for alternative fuels and electro-mobility</p> <ul style="list-style-type: none"> » Europe-wide expansion in the area of e-Mobility » Expansion of the LNG and LCNG gas station network 	<p>Reducing the consumption of printing paper</p> <ul style="list-style-type: none"> » Sensitisation of employees through training » Expanding the e-invoicing 	<p>Increasing the health rate</p> <ul style="list-style-type: none"> » Improving the business health management (preventative medical appointments, Fürstenberg Institute, fruit at the workplace, company restaurant with fresh ecological foodstuffs) 	<p>Increasing the social commitment of our employees</p> <ul style="list-style-type: none"> » Christmas Donation Drive 2018 » Supporting socially committed employees via the Fischer Foundation
<p>Increasing the referral index from 63.1 % to 70 %</p> <ul style="list-style-type: none"> » Customer surveys » Social media platforms (Facebook, Xing, LinkedIn) » Including customers in the product development already 	<p>Reducing the CO₂ emissions in the fleet area</p> <ul style="list-style-type: none"> » Tightening of the travel guidelines » CO₂ compensation 	<p>Establishing of a DKV Group Academy and of a knowledge management</p> <ul style="list-style-type: none"> » DKV Academy for executives and employees » Creating an online platform for the sharing of knowledge 	<p>Further promotion of diversity</p> <ul style="list-style-type: none"> » Additional training position for a refugee
	<p>Reduction of the CO₂ emissions at customers</p> <ul style="list-style-type: none"> » Sustainable gas cards: <i>+CHARGE</i> and <i>CARD CLIMATE</i> » Presentation with the Eco Performance Award 	<p>Becoming a "Great place to work®"</p> <ul style="list-style-type: none"> » Carrying out and developing employee surveys as well as a plan of measures » Accompaniment of select measures from GPTW for all units 	



Glossar & Impressum

- » Glossar
- » Impressum

GLOSSAR

Code of Conduct (CoC)

The Code of Conduct is a behavioural codex that determines the principles and aspects of business responsibility in compliance with international conventions.

Compliance

The term ("conformity with regulations") refers to the adherence to laws and guidelines, but also to standards, voluntary codices, or societal conventions so that compliance contains both obligating and also voluntary elements. Compliance is considered an important component of Corporate Governance.

Corporate Social Responsibility (CSR)

means the voluntary societal responsibility of companies as well as other organisations and institutions above and beyond their legal obligations.

Diversity Management

means the strategic integration and utilisation of the individual diversity of the employees in the context of the business activity. Through positive valuation and acceptance, a productive overall atmosphere is to be created, social discrimination of minorities is to be prevented, and equal opportunity is to be improved.

International Organization for Standardization (ISO)

ISO, headquartered in Geneva (Switzerland), is the world-wide association of national standardization organisations and was founded in 1961. The objective of the standard is to uniformly ensure defined requirements posed to products and services in order to ease world-wide trade, and to promote a cooperation in areas of business and technology.

ISO 14001

The environmental management standard ISO 14001 defines the requirements for an environmental management system and is internationally recognised. It is part of a family of standards also including ecological assessments, environmental indicators and environmental performance assessments.

ISO 9001

ISO 9001 is a standard that describes the requirements posed to a quality management system. It was published by the International Organization for Standardization (ISO) in 1994 and has been revised multiple times. A certification in accordance with ISO 9001 attests that the organisation has planned objectives as well as organised and documented work flows and processes.

Sustainability

The term originated in forestry and refers to the utilisation of a renewable system so that it remains preserved in its essential characteristics and can renew itself in a natural way. The concept of a sustainable development was defined in the Brundtland Report in 1987 as a development that can satisfy the needs of the present without having a negative impact on the basis of the existence of future generations. To this original meaning of the preservation of ecological resources, the Agenda 21 is adding the obligation to also treat societal resources responsibly. Derived from these three dimensions of Economy, Ecology, and Social, is the so-called "Three Column Model" of sustainability, meaning three equally weighted dimensions as the solid base for a sustainable, long-term development.

Stakeholder

Stakeholders are legal entities or individuals of whom it can be assumed that they are affected to a considerable degree by the activities, products, and/or services of the organisation.

Charter of Fundamental Rights of the European Union

Described in the document also referred to as EU Fundamental Rights Charter are the fundamental and human rights within the framework of the European Union – for the first time and in a form that is easy to comprehend. The foundations are the European Convention on Human Rights, the European Social Charter, and other human rights documents. The Charter came into force in 2009, jointly with the coming into effect of the Treaty of Lisbon.

Standard GHG-Protocol Corporate Value Chain Accounting and Reporting Standard

The Greenhouse Gas Protocol (GHG Protocol) is an accounting convention from the year 1998 for greenhouse gases that are caused by companies. In 2008, an initiative was created that made it its objective to expand the protocol and to also account for greenhouse gases that are generated along value-added chains. The result are two new GHG Protocol Standards, among them also the Corporate Value Chain (Scope 3) Accounting and Reporting Standard.