



GRI CONTENT INDEX &  
UNGC INDEX  
SUSTAINABILITY REPORT 2021

## Indices

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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 Principles |
|--|---|---|---------------------------------|-----------------|
| <b>102-1: Name of the organization</b>                   | About this report (p. 4), Contact details (p. 93) | DKV MOBILITY GROUP SE   |                                 |                 |
| <b>102-2: Activities, brands, products, and services</b> | DKV Mobility at a glance (p. 7-8)                 |   |                                 |                 |
| <b>102-3: Location of headquarters</b>                   | About this report (p. 4)                          | DKV MOBILITY GROUP SE<br>Balcke-Dürr-Allee 3<br>40882 Ratingen<br>Germany   |                                 |                 |
| <b>102-4: Location of operations</b>                     | DKV Mobility at a glance (p. 7-8)                 |   |                                 |                 |
| <b>102-5: Ownership and legal form</b>                   | About this report (p. 4), Contact details (p. 93) |   |                                 |                 |
| <b>102-6: Markets served</b>                             | 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 |                                 |                 |

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|---|--|---|--|
|   |  | incentive cars for management and employees.  |  |
| <b>102-7: Scale of the organization</b>                                     | 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). |  |
| <b>102-8: Information on employees and other workers</b>                    | 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. |
| <b>102-9: Supply chain</b>  | DKV Mobility at a glance (p. 7-8)  |   |  |
| <b>102-10: Significant changes to the organization and its supply chain</b> | 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) |   |  |
| <b>102-11: Precautionary Principle or approach</b>                          | About this report (p. 4), Environment (p. 20-21), Governance / Business ethics (p. 63-64)  |   | 7,8, 9   |

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

## Strategy

| Disclosure   | Location (chapter, page)  | Additional Information | Omission (reason / explanation) | UNGC Principles |
|--|---|------------------------|---------------------------------|-----------------|
| <b>102-14: Statement from senior decision-maker</b>  | Letter from the management (p. 2)   |                        |                                 | CEO Statement   |
| <b>102-15: Key impacts, risks, and opportunities</b> | 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 |
|---|---|------------------------|---------------------------------|-----------------|
| <b>102-16: Values, principles, standards, and norms of behavior</b> | Our purpose (p. 5-6), ESG strategy and governance (p. 9 ff.), Governance / Business ethics (p. 63-64) |                        |                                 | 1 to 10         |
| <b>102-17: Mechanisms for advice and concerns about ethics</b>      | Governance / Business ethics (p. 64)  |                        |                                 |                 |

## Governance

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

## Stakeholder engagement

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

## Reporting practice

| Disclosure  | Location (chapter, page)   | Additional Information  | Omission (reason / explanation) | UNGC Principles |
|---|--|---|---------------------------------|-----------------|
| <b>102-45: Entities included in the consolidated financial statements</b> | 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". |
| <b>102-46: Defining report content and topic Boundaries</b>             | About this report (p. 4), Stakeholder engagement and materiality / Materiality Assessment (p. 16-17)            |  |
| <b>102-47: List of material topics</b>                                  | 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.  |
| <b>102-48: Restatements of information</b>                              | ESG accounting principles (p. 80 ff.)   |  |
| <b>102-49: Changes in reporting</b>                                     | 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.   |
| <b>102-50: Reporting period</b>   | About this report (p. 4)  | This report covers the period from January 1 to December 31, 2021.   |
| <b>102-51: Date of most recent report</b>                               | About this report (p. 4)  | The most recent previous Sustainability Report was published in June 2021 and covered the year 2020.   |
| <b>102-52: Reporting cycle</b>  | About this report (p. 4)  | The reporting cycle is annual.   |
| <b>102-53: Contact point for questions regarding the report</b>         | Contact details (p. 93)   |  |
| <b>102-54: Claims of reporting in accordance with the GRI Standards</b> | About this report (p. 4)  | This Sustainability Report 2021 has been prepared in accordance with the GRI Standards: Core option.   |

|                                   |                                     |  |
|-----------------------------------|-------------------------------------|--|
| <b>102-55: GRI content index</b>  | GRI content index (p. 90)           | The GRI content index can also be founded <a href="#">here</a> .   |
| <b>102-56: External assurance</b> | 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 Principles |
|---|--|---|---------------------------------|-----------------|
| <b>103-1/2/3: Management approach</b>                   | Governance / Sustainable procurement (p. 67-68)  |   |                                 | 1, 2            |
| <b>204-1: Proportion of spending on local suppliers</b> | 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<br>(chapter, page)  | Additional<br>Information   | Omission<br>(reason /<br>explanation)  | UNGC<br>Princi-<br>ples |
|---|--|---|--|-------------------------|
| <b>103-1/2/3:<br/>Management<br/>approach</b>   | Governance / Business<br>ethics (p. 63 ff.)  |   | 103-3: Mechanisms for<br>monitoring the effective-<br>ness of the management<br>approach for the GRI mate-<br>rial topic "Business ethics"<br>are currently being planned<br>for implementation and will<br>be included in next year's<br>Sustainability Report. | 10                      |
| <b>205-1: Operations<br/>assessed for risks<br/>related to corruption</b>                               |  | A Compliance Risk<br>Assessment was<br>implemented for the<br>headquarters in<br>Germany, only. In<br>light of significant<br>risks related to cor-<br>ruption identified<br>through this risk-as-<br>sessment: Ac-<br>ceptance of benefits<br>(e.g. gifts, invita-<br>tions, donations) is<br>considered as a low<br>risk, but cannot be<br>completely ruled<br>out. | No disclosure of the total<br>number and percentage of<br>operations assessed for<br>risks related to corruption,<br>as this information is not<br>fully available.  | 10                      |
| <b>205-2:<br/>Communication and<br/>training about anti-<br/>corruption policies<br/>and procedures</b> | Governance / Business<br>ethics (p. 64) / ESG<br>performance data /<br>Governance / Business<br>ethics (p. 77) |   | Business ethics perfor-<br>mance data not broken-<br>down by employee cate-<br>gory, governance body<br>members and region as<br>data cannot be collected in<br>this way at present.   | 6, 10                   |
| <b>205-3: Confirmed<br/>incidents of<br/>corruption and<br/>actions taken</b>                           | ESG performance data<br>/ Governance / Busi-<br>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 Principles |
|--|--|--|---|-----------------|
| <b>103-1/2/3: Management approach</b>            | Environment / Sustainable business operations (p. 38-39)   | For 103-3 please refer to the paragraph "Certifications" in the Sustainability Report (p. 39).     |   | 8               |
| <b>301-1: Materials used by weight or volume</b> | Environment / Sustainable business operations / Sustainable materials (p. 40), ESG accounting principles (p. 80 ff.) |  | Information cannot be disclosed in that way to date, as we do not collect quantitative data on this subject. The individual measures taken by the company are reported in the respective chapter. |                 |
| <b>301-2: Recycled input materials used</b>      | Environment / Sustainable business operations / Sustainable materials (p. 42), ESG accounting principles (p. 80 ff.) | In all our endeavors, we attempt to efficiently utilize materials and recycle as much as possible. | Information cannot be disclosed in that way to date, as we do not collect quantitative 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 Principles |
|--------------------------------------|--|------------------------|---------------------------------|-----------------|
| <b>103-1/2/3 Management approach</b> | Environment / Sustainable business operations (p. 38 ff.) / Towards zero-emission vehicles (p. 35 ff.) |                        |                                 | 7, 8            |

|   |  |  |   |
|---|--|--|---|
| <b>302-1: Energy consumption within the organization</b>  | 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> |
| <b>302-2: Energy consumption outside the organization</b> | 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 <sub>2</sub> eq per kilowatt hour (kWh) from energy bought using our service cards, including compensation. 9   |
| <b>302-3: Energy intensity</b>                            | 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 <sup>2</sup> ). Types of energy included in the energy intensity ratio are electricity and heating. The ratio uses energy consumption within the organization. |   |
| <b>302-4: Reduction of energy consumption</b>             | 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. |
| <b>302-5: Reductions in energy requirements of products and services</b> | 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 |
|---|--|--|--|-----------------|
| <b>103-1/2/3: Management approach</b>                       | Environment / Sustainable business operations / Managing resources efficiently (p. 39) |  |  | 8               |
| <b>303-1: Interactions with water as a shared resource</b>  | Environment / Sustainable business operations / Managing resources efficiently (p. 39) | DKV Mobility does not operate in areas with water stress.  |  |                 |
| <b>303-2: Management of water discharge-related impacts</b> |  |  | 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. |                 |
| <b>303-5: Water consumption</b>                             | ESG performance data / Environment (p. 71)   | 303-5 b.: DKV Mobility does not operate in areas with water stress.<br><br>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<br>(chapter, page)   | Additional<br>Information  | Omission<br>(reason /<br>explanation)  | UNGC<br>Princi-<br>ples |
|---|---|--|--|-------------------------|
| <b>103-1/2/3:<br/>Management<br/>approach</b>                 | Environment (p. 21 ff.)   |  |  | 7, 8, 9                 |
| <b>305-1:<br/>Direct (Scope 1) GHG<br/>Emissions</b>          | 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. |                         |
| <b>305-2: Energy indirect<br/>(Scope 2) GHG<br/>emissions</b> | 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."  |  |                         |
| <b>305-3: Other indirect<br/>(Scope 3) GHG<br/>emissions</b>  | 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. |                         |
| <b>305-4: GHG<br/>emissions intensity</b>                     | 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."<br><br>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 (m <sup>2</sup> ). |  |                         |

|  |  |   |   |
|--|--|---|---|
| <b>305-5: Reduction of GHG emissions</b> | 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."<br><br>The basis for calculating the reduction of GHG emissions (scope 1, 2 and 3) is the base year 2019. | 8 |
|--|--|---|---|

## GRI 306: Waste 2020

Material topic: Climate-friendly operations

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

## GRI 307: Environmental Compliance 2016

Material topics: Climate-friendly operations, Business ethics

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

## GRI 308: Supplier Environmental Assessment 2016

Material topic: Business Ethics

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



## GRI 400: Social

### GRI 401: Employment 2016

Material topic: Employee wellbeing

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

### GRI 403: Occupational Health and Safety 2018

Material topic: Employee wellbeing

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

|   |   |  |   |
|---|---|--|---|
| <b>403-3: Occupational health services</b>  | Social / Health, safety and well-being (p. 54-55)   |  |   |
| <b>403-4: Worker participation, consultation, and communication on occupational health and safety</b>                       | 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. |   |
| <b>403-5: Worker training on occupational health and safety</b>   | 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). |
| <b>403-6: Promotion of worker health</b>  | Social / Health, safety and well-being (p. 54-55)   |  |   |
| <b>403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</b> |   |  | This indicator is not relevant to us, which is why we do not collect information and data on this subject.  |
| <b>403-9: Work-related injuries</b>   | 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 |
|---|--|------------------------|---|-----------------|
| <b>103-1/2/3: Management approach</b>                         | Social / Learning and development (p. 48 ff.)  |                        |   |                 |
| <b>404-1: Average hours of training per year per employee</b> | 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. |                 |

|  |   |  |
|--|---|--|
| <b>404-2: Programs for upgrading employee skills and transition assistance programs</b>            | Social / Learning and development (p. 48 ff.) |  |
| <b>404-3: Percentage of employees receiving regular performance and career development reviews</b> | 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 |
|--|--|------------------------|--|-----------------|
| <b>103-1/2/3: Management approach</b>                      | Social / Diversity and inclusion (p. 52-53)  |                        |  | 6               |
| <b>405-1: Diversity of governance bodies and employees</b> | 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"> <li>- 16-30 years</li> <li>- 31-40 years</li> <li>- 41-50 years</li> <li>- 51 + years</li> </ul> |                 |

## GRI 406: Non-discrimination 2016

Material topic: Business ethics

| Disclosure   | Location<br>(chapter, page)  | Additional<br>Information   | Omission<br>(reason /<br>explanation) | UNGC<br>Princi-<br>ples |
|--|--|---|---------------------------------------|-------------------------|
| <b>103-1/2/3:<br/>Management<br/>approach</b>                          | Social / Diversity & inclusion (p. 52-53), Governance / Business ethics (p. 63-64) |   |                                       | 6                       |
| <b>406-1: Incidents of discrimination and corrective actions taken</b> | ESG performance data / Governance / Business ethics (p. 77)                        | We have not identified any incidents of discrimination in the reporting period. |                                       |                         |

## GRI 414: Supplier social assessment 2016

Material topic: Business ethics

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

## GRI 418: Customer Privacy 2016

Material topic: Information security & data privacy

| Disclosure   | Location<br>(chapter, page)                | Additional<br>Information | Omission<br>(reason /<br>explanation)  | UNGC<br>Principles |
|--|--|---------------------------|--|--------------------|
| <b>103-1/2/3:<br/>Management<br/>approach</b>  | 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. |                    |
| <b>418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data</b> | ESG performance data / Data ethics (p. 79) |                           |  |                    |

## GRI 419: Socioeconomic compliance 2016

Material topic: Business ethics

| Disclosure   | Location<br>(chapter, page)                    | Additional<br>Information | Omission<br>(reason /<br>explanation) | UNGC<br>Principles |
|--|--|---------------------------|---------------------------------------|--------------------|
| <b>103-1/2/3:<br/>Management<br/>approach</b>  | Governance / Business ethics (p. 61 ff.)       |                           |                                       |                    |
| <b>419-1: Non-compliance with laws and regulations in the social and economic area</b> | 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) |
|--------------------|--|--------------------------|
| <b>Environment</b> |  |                          |
| 1                  | <b>Alternative fuels &amp; e-mobility</b>      | p. 23 f., 27, 35         |
| 2                  | <b>Climate-friendly operations</b>             | p. 42                    |
| 3                  | <b>Sustainable materials</b>                   | p. 39, 40                |
| 4                  | Energy & waste management                      |                          |
| 5                  | Nature protection                              |                          |
| 6                  | <b>Product &amp; service innovation</b>        | p. 23, 29, 31, 35        |
| <b>Social</b>      |  |                          |
| 7                  | <b>Employee well-being</b>                     | p. 54 f.                 |
| 8                  | <b>Diversity &amp; inclusion</b>               | p. 52 f.                 |
| 9                  | Purpose-driven culture                         |                          |
| 10                 | Corporate citizenship                          |                          |
| <b>Governance</b>  |  |                          |
| 11                 | Responsible sourcing                           |                          |
| 12                 | <b>Business ethics</b>                         | p. 63 f.                 |
| 13                 | <b>Information security &amp; data privacy</b> | 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 |
|--|---|---|
| <b>Customer satisfaction</b>   | 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.          |

|   |  |  |
|---|--|--|
| <b>Product &amp; service innovation</b>   | 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.                                       |
| <b>Field of action “Environment”</b>      |  | <b>Significant changes from previous reporting periods in the list of material topics and topic boundaries</b> |
| <b>Alternative fuels &amp; e-mobility</b> | 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.   |
| <b>Energy &amp; waste management</b>      | DKV Mobility Group acts sustainably in its daily facility management, for example, by reducing waste and water consumption and increasing energy efficiency.   | No change.   |
| <b>Climate-friendly operations</b>        | 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.   |
| <b>Sustainable materials</b>              | 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.   |
| <b>Nature protection</b>                  | 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.   |
| <b>Field of action “Social”</b>           |  | <b>Significant changes from previous reporting periods in the list of material topics and topic boundaries</b> |
| <b>Diversity &amp; inclusion</b>          | 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.   |

|  |   |  |
|--|---|--|
| <b>Corporate citizenship</b>                   | 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.   |
| <b>Purpose-driven culture</b>                  | 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.   |
| <b>Employee well-being</b>                     | 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.   |
| <b>Field of action "Governance"</b>            |   | <b>Significant changes from previous reporting periods in the list of material topics and topic boundaries</b> |
| <b>Information security &amp; data privacy</b> | 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.                  |
| <b>Responsible sourcing</b>                    | 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.   |
| <b>Risk &amp; compliance management</b>        | 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.                            |
| <b>Business ethics</b>                         | 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 combatting all forms of corruption, including extortion and bribery.    | Now including risk & compliance management issues.   |





TOWARDS AN EFFICIENT AND  
**SUSTAINABLE** FUTURE OF MOBILITY