

DKV Mobility Group



Sustainability Report 2024





Contents

Introduction

- 3 Letter from the management
- 4 About this report
- 5 DKV Mobility at a glance

Strategy and governance

- 7 ESG strategy and governance
- 11 Stakeholder engagement and materiality
- 15 ESG highlights 2024

Progress on ESG

- 16 Environment
 - 17 Sustainable business operations
 - 22 Sustainable products and services
- 34 Social
 - 35 Employee well-being
 - 40 Diversity, equity, and inclusion
 - 42 Corporate citizenship
- 45 Governance
 - 46 Business ethics
 - 48 Data ethics
 - 50 Responsible value chain management

Data and assurance

- 54 ESG performance data
- 60 ESG accounting principles
- 70 Memberships
- 71 GRI content index
- 72 Limited assurance statement
- 73 Contact details



Sebastian Klauke
Chief Executive Officer



Peter Meier
Chief Financial Officer

GRI: 2-22

Letter from the management

Dear stakeholders,

As we present our 2024 Sustainability Report, we reflect on a truly remarkable year for DKV Mobility. Not only did we celebrate our 90th anniversary, but we also reached several important milestones in our sustainability journey. This journey, shaped by our unwavering commitment to sustainable growth and positive change, has been a cornerstone of our strategy for several decades – and 2024 was no exception. Despite the challenges of global conflicts and economic uncertainties, our dedication to Environmental, Social, and Governance (ESG) principles remains steadfast. The progress we have made in 2024 is a direct result of the collective effort and dedication of every member of the DKV Mobility team, for which we are immensely grateful.

Setting science-based climate targets

A significant highlight of 2024 was the approval of our new climate targets by the Science Based Targets initiative (SBTi). This achievement marks an important step in accelerating our “Lead in Green” ambition. We are committed to achieving net-zero greenhouse gas emissions across our entire value chain by 2050, with near-term targets to reduce emissions by 42 percent by 2030 from a 2022 base year. The validation of our targets by SBTi confirms that DKV Mobility’s climate objectives align with climate science and the 1.5-degree pathway set out in the Paris Agreement. To meet these ambitious goals, we are focused on reducing emissions within our own operations through energy efficiency, optimizing our fuel value chain, and enhancing our portfolio of sustainable products and services. For the first time, we are reporting progress against our new climate targets, and we will continue to transparently share our decarbonization efforts as we work towards them.

We are also proud that our ESG efforts again have been recognized and validated by leading ESG rating

agencies. For the second consecutive year, EcoVadis awarded DKV Mobility the Platinum Medal, placing us in the top one percent of over 150,000 companies assessed. Additionally, Sustainalytics ranked us among the top three percent of more than 15,000 companies globally and recognized us as one of the “ESG Top Rated Companies 2025” in Europe and within our industry. DKV Mobility also participated in the CDP (formerly the Carbon Disclosure Project) rating for the first time and immediately received a “B” score for its climate protection measures.

Staying true to our purpose

In 2024, we reinforced our commitment to “drive the transition towards an efficient and sustainable future of mobility.” We achieved a major milestone by significantly expanding our customer offerings in the electric vehicle (EV) sector. By the end of 2024, we provided access to around 893,000 public and semi-public EV charge points across Europe – a 41 percent increase from 2023. In parallel, the demand for our EV charge cards grew rapidly, with over 798,000 cards in circulation, an increase of around 35 percent versus 2023. We also saw a 17 percent rise versus 2023 levels in the consumption of alternative fuels such as LNG, CNG, and hydrogen through our network. Additionally, by the end of 2024, DKV Mobility offered access to one of Europe’s largest networks for HVO100 (hydrotreated vegetable oil), with over 2,600 stations in 15 countries offering this sustainable alternative to conventional diesel.

Diverse and committed workforce, active in local communities

Our progress in 2024 was also supported by our diverse and committed workforce. Nearly half of our employees are women, with 38 percent of leadership positions held by women, and our team represents over 68 nationalities. We are proud that our dedication to fostering an exceptional work

environment for our employees has also been recognized by the independent Great Place to Work® (GPTW) institute. Our commitment to creating a Great Place to Work for everyone has earned us certifications in 12 countries, highlighting our international efforts. For the sixth time in a row, we have been certified as a Top Employer in Germany and for the second time in Romania, by the Top Employers’ Institute. In addition, by successfully hosting our third Community Day, we once again demonstrated our commitment to making a positive impact in the communities in which we operate: With the support of over 450 employees in eight cities involved in 33 different projects, we were able to make a positive impact and add value to approximately 2,500 people in our local communities and neighborhoods.

As we celebrate these achievements, we also recognize that there is still much work to be done. We remain fully committed to our strategy and purpose, understanding that our goals can only be achieved through collaboration – both within our company and with external partners. As a signatory to the UN Global Compact and its Ten Principles, we recognize the importance of working together to achieve our ambitious goals. Together, we can drive forward our vision of a sustainable future of mobility.

Thank you for your continued interest in our 2024 Sustainability Report. We welcome your feedback and suggestions as we strive to make even greater strides in the future.

Sincerely,

Sebastian Klauke
Chief Executive Officer

Peter Meier
Chief Financial Officer

About this report

Reporting scope and standards

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

The Sustainability Report (in the following "the report") informs our stakeholders about our strategy, commitments, and progress regarding Environmental, Social and Governance (ESG) aspects. The report covers our activities in the fiscal year of 2024 (January 1 to December 31; identical to our financial reporting). Unless otherwise stated, the report includes information and consolidated figures from DKV MOBILITY GROUP SE. Any exceptions to this scope of reporting or limitations to reporting methodologies are indicated accordingly in the sections "ESG performance data" and "ESG accounting principles."

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

Material topics

In the reporting year 2024, we compiled the required annual review of the material topics according to the requirements of the 2021 GRI Universal Standards and of the 2021 GRI 3: Material Topics. The management approach and its components are described for each material topic in the relevant chapters in this report. Throughout the report, we refer to the respective disclosures from the 2021 GRI Universal Standards for each material topic at the bottom of the pages. Content regarding general and specific standard information is referenced in the GRI content index.

External assurance

The report is subject to a limited assurance engagement (under the International Standard on Assurance Engagements 3000 (Revised)

"Assurance Engagements other than Audits and Reviews of Historical Financial Information") conducted by PricewaterhouseCoopers GmbH Wirtschaftsprüfungsgesellschaft, which is also the statutory auditor of our financial statements. The independent assurance report can be found in the chapter "Limited assurance statement" of this report.

Further information

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

The preceding report, which was released under the title "Sustainability Report 2023" and covered the financial year of 2023, was published in English and German in June 2024 and is also available online.

Scope of application:

DKV Mobility Group

Standard:

GRI Universal Standards 2021

Aspects:

Environment,
Social, Governance

Assurance:

Limited



DKV Mobility at a glance

Over 90 years of successful growth

DKV Mobility has a history of over 90 years of successful growth. We are a leading platform for international mobility services, serving more than 394,000 active customers in over 50 service countries across Europe with more than 2,500 employees. The main products and services that we offer through our B2B platform can be divided into the following four categories:

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

To provide these products and services, our platform offers access to a large network of acceptance partners at all stages of the customer journey. The means through which our customers access our platform are our service cards (including those that are electronically stored in apps), toll boxes or units, and other solutions.

Driven by purpose

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

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

2024 IN NUMBERS

Employees	~2,500
Service countries	> 50
Active customers	~394,000
Transaction volume	~19.4 billion €
Revenue	839 million €
Fuel service stations	~69,000
Alternative fuel service stations	~24,000
EV charge points ¹	~893,000
Vehicle service stations	~35,000

¹ Public and semi-public in Europe.



Strategy and governance

ESG strategy and governance	7
Stakeholder engagement and materiality	11
ESG highlights 2024	15

ESG strategy and governance

Embedding sustainable business practices as core to our purpose

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

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

The dimensions of our ESG strategy

Building upon our business strategy, we set ourselves sustainability priorities that reflect our values and the areas where we believe we can have an impact with respect to the above-mentioned three ESG aspects. One of our main drivers is to act as a facilitator of the energy transition by helping our customers to

switch to alternative energy sources through our products and services. With this, we ensure that our ESG strategy is directly tied to our business. Our strategy also encompasses the material sustainability impacts, risks, and opportunities and focuses on the three core commitments that we determined as strategic priorities and for which we believe we can create the most significant impact. In 2024, our priorities in the Environment dimension evolved, now reflecting our commitment and aspiration to be a force for positive change in transitioning to the new net-zero economy. In the scope of the annual materiality assessment update, the new material topic "Responsible value chain management" (refer to page 13 for further information) relating to Governance was added.

Environment:

"To lead in green" is our commitment to be at the forefront of helping our customers to switch to alternative energy sources. By providing our customers with sustainable products and services that enable them to manage the ongoing transition to low-carbon fuels and e-mobility more efficiently, we intend to play an active role in this process. In recent years, we have made considerable progress in reducing our greenhouse-gas (GHG) emissions in our own business operations (Corporate Carbon Footprint). By the end of 2023, we were able to achieve our ambitious "Green Pledge" climate target. As an ongoing sign of our commitment to climate protection, we set ourselves new climate targets that were validated and approved by the independent Science Based Targets initiative (SBTi) in 2024. Our target ambition is in line with the 1.5°C trajectory. Overall, we committed to reach net-zero GHG emissions across the value chain by 2050. The SBTi approved climate targets replaced our "Green Pledge." Please see the table on the next page and

the chapter "Sustainable business operations" for further reference.

Social:

"To be a great place to work" is our commitment to promoting diversity, equity, and inclusion, talent management, and care for the communities in which we operate. Our people are the foundation of our success as a company. A highly engaged and committed workforce is essential to living up to our purpose and to delivering on the ambitious targets of our "NEXT" strategy. We aspire to provide an engaging environment for all colleagues, to attract, develop, and retain the best talents for DKV Mobility; and to ensure that this is achieved with diversity, inclusion, and equity in mind. It is our aim to ensure our employee engagement score¹ is at or above 85 percent by 2025. Furthermore, we promote equal opportunities and a culture in which everyone can learn, grow, succeed, and develop further, regardless of gender, sexual orientation, age, religion, disabilities, ethnic origin, or social background.

Governance:

"To act responsibly" is our commitment to promote an environment of trust, transparency, and accountability in the interests of all stakeholders. By confirming our Code of Conduct (CoC), we want our employees, suppliers, and other business partners to comply with laws and regulations as well as with our internal policies and ethical standards. We implemented compliance and risk management systems, including systems specifically tailored to risks relating to information security and data protection, in order to timely and appropriately identify risks potentially affecting our business. Furthermore, ESG criteria play a key role in our purchasing guidelines for our suppliers. By 2025,



¹ The engagement score is the average percentage of positive responses to employee engagement questions in the scope of GPTW® surveys and Group Pulse Checks conducted at DKV Mobility.

Accelerating our ten ESG impact targets

In addition to the commitments and core impact targets highlighted on the previous page, the full ESG framework comprises ten ESG impact targets in total (see the table on the right). In 2024, we made significant progress towards delivering on our ESG impact targets.

To underline our ongoing commitment to our “Lead in Green” ambition and as part of our efforts to take active responsibility for our **environment** and climate, in 2024 we set climate targets which were validated by the internationally recognized corporate climate action organization SBTi (Science-based Targets initiative). These climate targets were newly added to the ESG impact targets table (see No. 1 and No. 2), and we are reporting progress regarding our climate targets in this report for the first time. Our focus now lies on advancing progress towards our decarbonization commitments⁶. In all other **environment** business KPIs, we again experienced year-on-year growth: Funding of climate protection projects by the DKV Card Climate (No. 3) grew by around seven percent despite a target adjustment that was made. We now aim to expand the amount of CO₂ emissions addressed via the DKV Card Climate to 245,000 tons by 2025 (previously 350,000 tons). The target adjustment was made as we see, among other things, our customers adopting holistic decarbonization strategies and increasingly investing in their own climate protection projects. The number of EV charge cards (No. 4) increased by 35 percent compared to 2023. With this strong growth in mind, we set ourselves a more ambitious goal: By 2025, we aim to manage 975,000 EV charge cards (previously 950,000) for our customers. In addition, in 2024 we experienced further double-digit growth of our customers’

lower-carbon fuel consumption of LNG, CNG, and hydrogen (No. 5) (+17 percent versus 2023). We kept our commitment to advancing the adoption of alternative fuels, and we adjusted our 2025 target value to 84,000 tons (previously 70,000 tons).

We see positive momentum in all **social** KPIs: Compared to 2023, in the reporting year, the share of female managers across the Group remained at a strong level of 38 percent (No. 6). Furthermore, confirmed by a Great Place to Work® (GPTW) survey, we again reached our engagement score target for 2025 (No. 7) and registered continued success of our nonprofit NGO Card (No. 8) which grew by 79 percent compared to 2023 levels. Due to this strong growth, we adjusted our 2025 target to providing 3,500 NGO Cards (previously 3,000).

We also strongly progressed in the **governance** domain of ESG issues: In 2024, the share of main suppliers for indirect materials and services that comply with our CoC (No. 9) again almost more than doubled to 81 percent (43 percent in 2023). In 2024, 80 percent of our active employees completed the annual compliance training (64 percent in 2023) (No. 10).

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

ESG impact targets

			2024	2023	Progress ⁷
			[~]	[~]	
Environment   	1	By 2030: Reduce absolute Scope 1 and 2 GHG emissions by 42% from a 2022 base year	-1%	-5%	↘
	2	By 2030: Reduce absolute Scope 3 GHG emissions from purchased goods and services and use of sold products for sold fossil fuels by 42% from a 2022 base year	+8%	-7%	↘
	3	By 2025: Fund climate protection projects via the DKV Card Climate equivalent to 245,000 tons of CO ₂ p.a.	238,000	223,000	↗
	4	By 2025: Manage 975,000 EV charge cards for our customers	798,000	592,000	↗
	5	By 2025: Increase our customers’ LNG, CNG, and hydrogen consumption to 84,000 tons	73,000	63,000	↗
Social   	6	By 2027: Ensure females account for a share of 50% of all employees and 40% of all managers	49%/38%	49%/38%	→
	7	By 2025: Ensure the employee engagement score remains at or above 85%	85%	86%	↘
	8	By 2025: Provide 3,500 NGO Cards to NGOs	3,100	1,750	↗
Governance  	9	By 2025: Ensure all main indirect suppliers comply with our Code of Conduct	81%	43%	↗
	10	By 2025: Ensure 100% of our active employees complete the annual compliance training	80%	64%	↗

⁶ See the chapter “Sustainable business operations” for further reference. ⁷ The progress shows the development towards the ESG impact target between the reporting year and the previous year.

How the ESG strategy is governed

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

As illustrated in the governance model on this page, governance of ESG originates in the **Board of Directors (BoD)**, which determines guidelines for the overall ESG direction and supervises the progress. At the close of 2024, the seven members of the BoD of DKV MOBILITY GROUP SE including four women. The share of women on the BoD was thus 57 percent and the percentage of independent board members was at 43 percent in 2024.

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

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

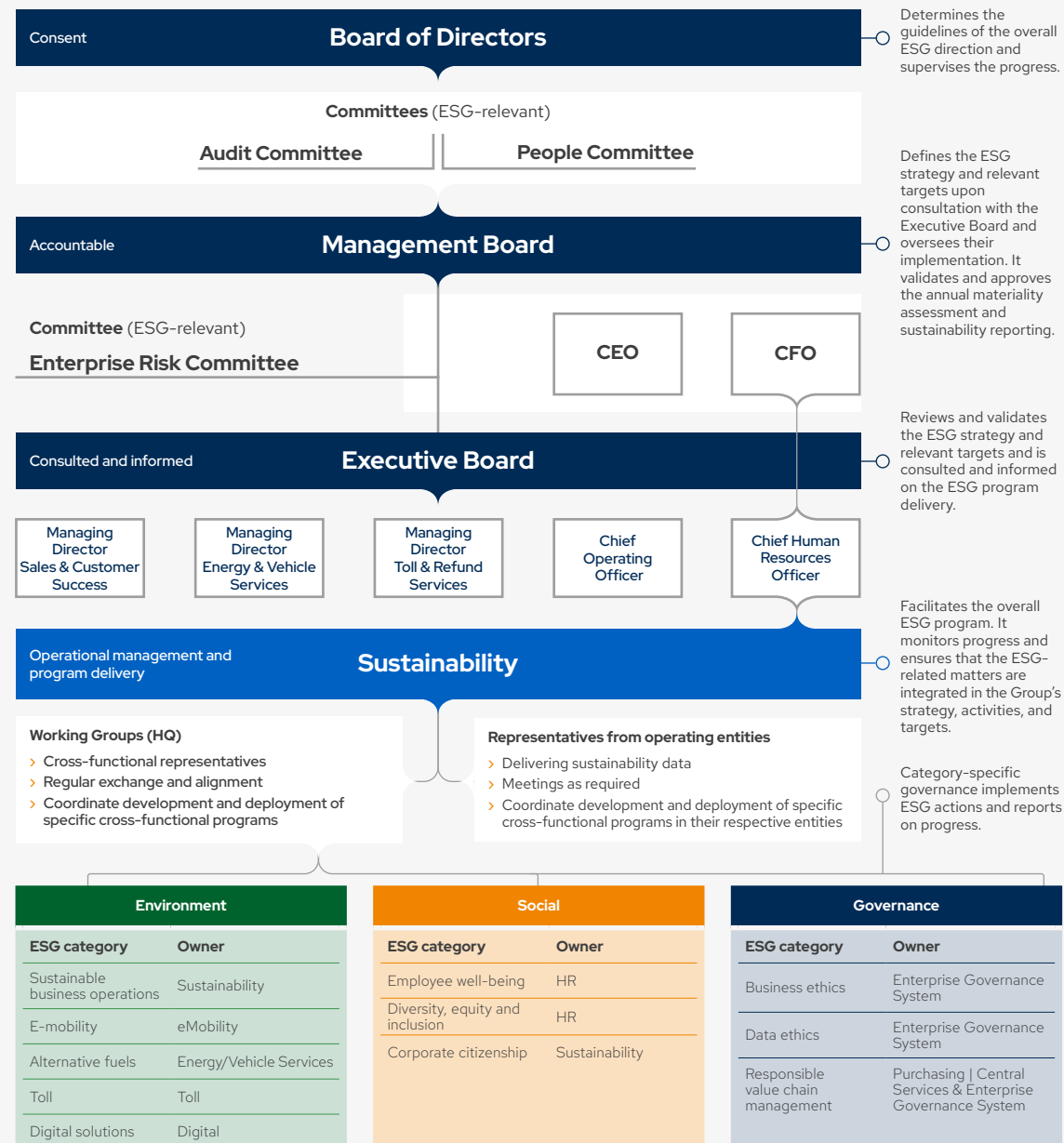
Matters relating to sustainability reside with the **Management Board (MB)**. The MB defines the ESG strategy and relevant targets upon consultation with the **Executive Board (EB)** and oversees their implementation.

Our **Enterprise Risk Committee** – which was established in April 2022 – is part of the Group's Enterprise Risk Management System (ERMS) and is the overarching body for the management and monitoring of risks endangering the existence of DKV Mobility Group, taking into account the overall risk situation.

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

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

Governance of ESG at DKV Mobility Group in 2024



Stakeholder engagement and materiality

Dialog with stakeholders

We firmly believe that sustainable development can only be achieved through the cooperation of a wide range of stakeholders. Therefore, active stakeholder management makes an important contribution to the success of our company and is a key building block of our sustainability strategy. DKV Mobility defines its stakeholders as those individuals and organizations that affect or are affected by the company's business. We are in constant dialog with various stakeholders, gathering their feedback, and applying it to our operations (a list of our selected focus stakeholders can be found on page 12). We focus on building and sustaining relationships of trust, on acting transparently, and, whenever possible, uniting divergent interests of various stakeholder groups. The interaction takes place in the markets where we are active and at our subsidiaries across Europe. Our stakeholder-engagement approach aims to align corporate activities with our identified material ESG issues.

For instance, we conduct yearly customer surveys, consistently take our employees into consideration through annual engagement surveys and ESG-specific training sessions during the year, and participate in working groups, also through our pro bono consulting work and industry associations. Working together on the complex challenges we are facing can lead to better innovation and business outcomes that also benefit society in general.

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

Engaging with policymakers

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

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

The key principle of our Public Affairs function and program is to promote transparency around public affairs, which is also an integral part of corporate governance for us. This is also defined in our internal Public Affairs Policy. The Public Affairs function and program has the purpose of engaging with policymakers; it provides information and facilitates dialog, whether with respect to individuals or industry associations. It is thus intended to enhance debates and generate meaningful contributions to them while raising the profile and reputation of our company. As to relevant industry-related topics, such as the European Green Deal, we offer our expertise in the fields of sustainability and new mobility by, for instance, drafting position papers together with our industry partners on a range of topics, thus contributing to an informed decision-making process in the amendment of existing – or the introduction of new – legislation by EU institutions. See the "Engagement in the IRU" paragraph in the middle and refer to the memberships overview on page 70 for more details.

Engagement in the IRU

The International Road Transport Union (IRU) is a worldwide road transport organization dedicated to safeguarding the interests of bus, coach, taxi, and truck operators, aiming to foster economic growth and prosperity through sustainable mobility. Collaboration with associations such as the IRU is important for DKV Mobility in order to engage with value-chain partners and peer companies.

The road transport sector has committed to becoming fully carbon-neutral by 2050 via IRU's Green Compact, a collective roadmap for the industry to continue researching, testing, and scaling up solutions¹. We believe that by offering access to one of the largest energy-agnostic acceptance networks in Europe, DKV Mobility is supporting this commitment by helping road transport operators maximize the benefits of all available decarbonization fuel solutions. Furthermore, this fits very well with the DKV Mobility purpose and the recent publication of our climate targets (see also page 17).

In 2024, DKV Mobility collaborated with the IRU in terms of different webinars, such as "Fuel Prices: Understanding future dynamics." We provided valuable insights into the factors influencing fuel prices, including national taxes, crude-oil price volatility, and the availability of alternative fuels. These insights help transport operators make informed decisions and adapt to the evolving market conditions, especially with the upcoming inclusion of road transport in the EU Emissions Trading System in 2027². DKV Mobility was also involved in a discussion hosted by the IRU about the implementation of new truck-toll systems in Europe, for which some are planned to be based on CO₂ emissions³.

We believe this cross-industry exchange is key to facilitating the European road transport sector's energy transition and thus paving the way for more decarbonization.

Understanding stakeholder expectations is key in sustainability matters for our business

Already in 2021, when we compiled our materiality assessment survey, DKV Mobility engaged its customers, employees, associations, campaign groups, and corporate networks by letting them participate in a poll to find out about their needs and expectations, essential trends, and developments in society and in the business fields in which DKV Mobility is active. In 2024, the materiality assessment update was guided by an internal online survey and further dialog with internal subject-matter experts such as, e.g., employees of our Fuel & Vehicle Services, eMobility, and Toll departments, and the responsible topic owners, both at our headquarters and the acquired subsidiaries, as well as with our Enterprise Risk Management team, to understand changing stakeholder expectations. This input forms the basis for our understanding of material sustainability matters, and it underpins the development of initiatives in our roadmap to deliver on our ambitious ESG commitments. On the next page, we provide some specific examples of how we interacted with the different major stakeholder groups during the reporting year, using different formats.

¹ IRU (2024): IRU Green Compact. Delivering decarbonisation and development for a more sustainable world. ² IRU (2024): Fuel prices: Understanding future dynamics. ³ IRU (2024): New truck toll systems in Europe: what you need to know.

DKV Mobility stakeholders and engagement opportunities

Internal stakeholders

Employees

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

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

Shareholders

We are a private company owned by the Fischer family that supports long-term growth and value creation. Until its exit on September 30, 2024, Cherry Creek Investments s.à.r.l. (CVC) was a minority shareholder. Strategies and plans that mitigate current and future risks for our business are appreciated by our shareholders. The company is managed by the Board of Directors, which determines the basic guidelines of its activities and monitors their implementation.

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

External stakeholders

Customers

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

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

Suppliers

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

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

Business partners

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

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

Competitors

Competition helps us to continuously challenge the status quo.

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

Applicants, schools, and universities

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

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

Policymakers

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

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

Associations, campaign groups, and corporate networks

Associations, campaign groups, and corporate networks help us attain a strong positioning and come up with solutions for a more sustainable future. A detailed overview of DKV Mobility Group's memberships can be found on page 70.

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

NGOs and NPOs

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

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

Local communities

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

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

Media

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

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



Materiality assessment

Our sustainability strategy builds on a comprehensive materiality assessment. Between 2020 and 2021, DKV Mobility Group conducted a comprehensive materiality assessment for the first time, engaging the three key stakeholder groups of employees¹, customers², and further selected external stakeholders³ in a professional online survey. The 2022 review of the previously defined topics required a number of adjustments in order to adequately take into account the updated materiality understanding of the GRI Universal Standards 2021 and the GRI 3: Material Topics 2021 framework. This resulted in eight material topics being the basis for our 2023 report. The required annual review was conducted for all reporting years.

Materiality developments in 2024

In 2024, we conducted the update of the materiality assessment. Our assessment was guided by an internal online survey and further dialog with internal subject-matter experts⁴, and the responsible topic owners, both at our headquarters and the acquired subsidiaries, as well as with our Enterprise Risk Management team, to understand changing stakeholder expectations.

In contrast to last year, both the impact and the financial perspective were considered in the internal update process, whereby the impact assessment was decisive for the material topics update according to the GRI Universal Standards. Another new focus we laid this year, besides our own business operations, was the emphasis on the upstream and downstream value chain.

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

Reconsidering the priorities in our ESG strategy and with regard to our ten ESG impact targets, the result confirmed that all our materials topics remained valid. However, the assessment highlighted the increasing importance of value chain-related topics. As a result, "Responsible value chain management" has been identified as an additional material topic to our ESG management, and the reporting, and was added in for the reporting year 2024. This fits well with our commitment to the UNGC as well as to the rising European regulatory pressure and consumer expectations for responsible value-chain practices beyond our own operations. Many aspects of this topic have already been reported on a voluntary basis in past years under the headline "Sustainable procurement."

More information on the nine material topics that fall within the scope of the GRI Universal Standards' definition can be found in the corresponding sections of this report. We refer to the material GRI topics at the bottom of the respective pages. In addition, we provide additional disclosures on further non-material topics such as "Health, safety, and well-being" (page 35) and "Corporate citizenship" (page 42).

¹ Employees and managers across DKV Mobility Group (including DKV Mobility LIVE GmbH, REMOBIS Refund Service C.V., and V.O.F. Alfa Transport Service VOF). ² DKV Mobility customers from seven European countries. ³ Sustainability experts and representatives of associations, campaign groups, and corporate networks. ⁴ Among others, employees of our Fuel & Vehicle Services, eMobility, and Toll departments.

Material topics according to GRI Universal Standards 2021

The principle of materiality implies that all circumstances that are material to a company's business must be disclosed in the annual sustainability report. DKV Mobility thus assesses the actual and potential impact of such circumstances on the economy, environment, and people, including impacts on human rights in our activities and business relationships. We adhered to the GRI Standards 2021 approach. Read more about each material topic in the relevant sections of this report.




Environment	Social	Governance
ALTERNATIVE FUELS & E-MOBILITY Driving the transition towards an efficient and sustainable future of mobility by helping our customers switch to alternative energy sources > E-mobility > Alternative fuels	EMPLOYEE WELL-BEING Being a "great place to work" by fostering a workplace culture that is governed by the principles of team spirit, respect, and a family-friendly work environment > Employee well-being	BUSINESS ETHICS Acting in an environment of trust, transparency, and accountability > Business ethics
PRODUCT & SERVICE INNOVATION Providing our customers with smart on-the-road mobility solutions to manage and operate their fleets in the most efficient way possible > E-mobility > Alternative fuels > Digital solutions > Toll	DIVERSITY & INCLUSION Promoting equality and inclusion in the workplace with a focus on gender equality > Diversity, equity, and inclusion	INFORMATION SECURITY & DATA PRIVACY Integrating data ethics into our everyday business as an essential prerequisite for providing high service quality and for earning the trust and obtaining the satisfaction of our customers > Data ethics
CLIMATE-FRIENDLY OPERATIONS Taking active responsibility for our climate in our business operations and across our value chain in alignment with a net-zero pathway > Sustainable business operations		RESPONSIBLE VALUE CHAIN MANAGEMENT Actively promoting sustainability in the road transport industry by ensuring ethical, environmental, and transparent business practices throughout our diverse value chains in collaboration with our suppliers, service providers, and customers > Responsible value chain management
SUSTAINABLE MATERIALS Minimizing the negative environmental impacts of the products we source ⁵ , consume, and provide > Sustainable business operations		

⁵ For further information please go to the "Responsible value chain management" section in the Governance chapter.

ESG highlights 2024

Environment	Social	Governance
 Climate targets approved by the Science Based Targets initiative (SBTi)	 ~49%/38% women overall/in management positions	 Sustainability-Linked Loan (SLL) applied to one of our facility agreements
 ~59%¹ of energy (electricity and heating) used at our facilities came from renewable sources	 Top Employer certification in Germany for the sixth time and in Romania for the second time	 DIN EN ISO 14001 + ISO/IEC 27001 recertification audits successfully completed at our headquarters in Germany
 ~893,000 public and semi-public EV charge points in our network	 > 3,100 NGO cards with no card or service fee provided to NGOs in eight countries	 Policy statement on human rights and environmental due diligence published and rolled-out with accompanying employee training
 ~24,000 alternative-fuel service stations in our network	 ~2,500 people benefitted from our third Community Day in Germany, Poland, Czechia, Italy, France, and the Netherlands	 Information security awareness platform launched featuring mandatory and optional employee training, phishing campaigns, and newsletters

ESG ratings

 EcoVadis – 2024 <ul style="list-style-type: none"> Platinum Medal Overall score: 92/100 Top 1% of > 150,000 companies Updated Nov 25, 2024 <hr/> 2023 <ul style="list-style-type: none"> Platinum Medal Overall score: 82/100 	 Sustainalytics – 2024 <ul style="list-style-type: none"> 10.0 Negligible Risk Global Universe: Top 3% Software & Services: Top 1% Updated Dec 4, 2024 <hr/> 2023 <ul style="list-style-type: none"> 7.5 Negligible Risk Global Universe: Top 1% 	 CDP – 2024 (initial rating) <ul style="list-style-type: none"> Score: B Environmental issue: Climate Universe: > 24,800 companies Released Feb 6, 2025
Established in 2007, EcoVadis is one of the world's largest providers of business sustainability ratings, with a global network of more than 150,000 rated companies from over 185 countries and over 250 industries.	Covering more than 15,000 companies, Sustainalytics, a Morningstar Company, is a leading independent ESG and corporate governance research, ratings, and analytics firm. Sustainalytics measures a company's exposure to industry-specific material ESG risks and how well a company manages those risks.	Since its foundation in 2000, CDP has become one of the world's leading environmental reporting systems. CDP maintains one of the largest global environmental databases and collects data and information on greenhouse gas emissions, climate risks, reduction targets, and reduction strategies from over 24,800 companies once a year.

¹ Three percent of the total energy consumption (six percent of the total electricity consumption) is obtained through Guarantees of Origin (GoO) for electricity from renewable energies.

Environment

To lead in green

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

Sustainable business operations	17
Sustainable products and services	22

Sustainable business operations

Transitioning to a low-carbon economy

The World Meteorological Organization (WMO) has confirmed that 2024 was the warmest year on record, based on six international datasets. The past ten years (2015–2024) all were in the top ten, in an extraordinary streak of record-breaking temperatures. The long-term temperature goal of the Paris Agreement is not yet obsolete – but at risk².

The challenges of climate change require urgent and collective action. At DKV Mobility, we are fully committed to tackling this challenge in our sector, and we are actively contributing to achieving the 1.5-degree target in line with the Paris Agreement. Mobility, as the backbone of the European

economy, is changing. As the leading B2B platform for on-the-road payments and solutions, we recognize our responsibility to be a driving force behind this transformation.

To underline our ongoing commitment to our “Lead in Green” ambition and in our continuous efforts to professionalize our sustainability management, we achieved an important milestone and set new climate targets in 2024. Our new climate targets were validated and approved by the Science Based Targets initiative (SBTi).

The SBTi is a corporate climate action organization that enables companies worldwide to play their part

in combating the climate crisis. The aim of the initiative is to ensure that companies do their part to achieve the 1.5-degree target of the Paris Agreement³. Science-based targets are a widely recognized global standard for corporate target setting and offer companies a clear, actionable path to align emissions reductions with the Paris Agreement goals.

DKV Mobility’s new climate targets are in line with the SBTi’s Corporate Net-Zero Standard and were published in November 2024 (see the table below). These targets replaced our “Green Pledge” to align our company’s climate strategy with what is required by science.

SBTi approved the following climate targets from DKV Mobility:

Net-zero target

DKV Mobility commits to reach net-zero greenhouse gas emissions across the value chain by 2050

Near-term targets

by 2030

DKV Mobility commits to reduce

- absolute Scope 1 and 2 GHG emissions by 42% from a 2022 base year.
- absolute Scope 3 GHG emissions from purchased goods and services and use of sold products for sold fossil fuels by 42% from a 2022 base year.

Net-zero⁴ targets

by 2050

DKV Mobility commits to reduce

- absolute Scope 1 and 2 GHG emissions by 90% from a 2022 base year.
- absolute Scope 3 GHG emissions from purchased goods and services and use of sold products for sold fossil fuels by 90% from a 2022 base year.

Highlights in 2024

- Launched our SBTi-approved net-zero climate targets for 2050 and set ambitious near-term climate targets for 2030
- 59% of the energy¹ consumed came from renewable sources (54% in 2023)
- Successful DIN EN ISO 14001 recertification audit at the headquarters in Germany
- Launching new sustainability training formats to increase employee awareness for sustainability and climate management across the Group

SUSTAINABLE BUSINESS OPERATIONS

Ambition

To underline our ongoing commitment to our “Lead in Green” ambition and as part of our efforts to take active responsibility for our climate, we are committed to achieving net-zero greenhouse gas emissions across our entire value chain by 2050. We recognize the transition to a low-carbon economy as a crucial prerequisite for ensuring future competitiveness, mitigating adverse impacts, and creating added value. Irrespective of our own ambitions, we stand by our customers in their transition towards a more sustainable transport system.



Impact targets 2030

- Reduce absolute Scope 1 and 2 GHG emissions by 42 percent from a 2022 base year
- Reduce absolute Scope 3 GHG emissions from purchased goods and services and use of sold products for sold fossil fuels by 42 percent from a 2022 base year

¹ Energy refers to electricity and gas. Six percent of the total electricity consumption is obtained through Guarantees of Origin (“GoOs”) for electricity from renewable energies. ² World Meteorological Organization (WMO) (2025): WMO confirms 2024 as warmest year on record at about 1.55°C above pre-industrial level. ³ Science Based Targets Initiative (2025): WHO WE ARE. ⁴ A net-zero science-based target is a GHG mitigation target that implies: Reducing Scope 1, 2, and 3 emissions to zero or a residual level consistent with reaching global net-zero emissions or at a sector level in eligible 1.5°C-aligned pathways; and permanently neutralizing any residual emissions at the net-zero target year and any GHG emissions released into the atmosphere thereafter.

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

Building on our past achievements in decarbonizing our own operations; since 2024, we have expanded our efforts. In the reporting year, we laid a major focus on including Scope 3 emissions across our upstream and downstream supply chain, in addition to those from our direct operations.

To achieve these ambitious climate targets, we are committed to further reducing our emissions in our own business operations. Our objective is to identify opportunities for enhancement and implement measures to reduce the consumption of electricity, gas, fuel, and water, as well as the reduction of waste, while simultaneously increasing energy efficiency. Our approach encompasses leveraging process optimizations and developing robust performance metrics to monitor and evaluate the effectiveness of our environmental policies and initiatives, while ensuring compliance with all relevant requirements.

In line with our Purpose "To drive the transition towards an efficient and sustainable future of mobility," we also play an active part in making optimizations along our fuel value chain and in making our products (e.g., DKV cards, wallboxes, On-Board Units (OBUs)) more sustainable.

Irrespective of our own ambitions, we stand by our customers in their transition towards a greener transport system. Specifically, we strive to facilitate their switch to e-mobility and other alternative fuels by offering them sustainable products and services. See the chapter "Sustainable products and services" for further reference.

Climate targets progress reporting for 2024

For the first time, we are this year reporting on our progress regarding our new climate targets consisting of absolute reduction targets for Scope 1 and 2 and Scope 3 emissions across the Group.

Scope 1 emissions are direct GHG emissions from operations owned or controlled by DKV Mobility and Scope 2 emissions are indirect GHG emissions associated with the generation of purchased or acquired electricity, steam, heating or cooling consumed by us. Scope 3 emissions include all indirect GHG emissions (other than those covered in Scope 2) that occur in our value chain, including both upstream and downstream emissions.

DKV Mobility set 2022 as the base year (BY) for its climate targets. We are measuring and reporting our Scope 1, 2, and 3 GHG emissions on an annual basis. Monitoring activities are conducted throughout the year. For instance, at our headquarters in Germany, monthly energy curve profile monitoring is conducted.

Our emissions are calculated in accordance with the methodology set out by the "GHG Protocol Corporate Accounting and Reporting Standard" and the "Corporate Value Chain (Scope 3) Accounting and Reporting Standard."

For several years, we have been calculating our Group-wide GHG emissions and have established a systematic process for data collection and validation. We continuously enhance this process and improve the quality and detail of our data, as reliable data are crucial for tracking our progress and setting future decarbonization plans. DKV Mobility's climate inventory now meets the requirements of the GHG Protocol, covering all GHG emissions. The Scope categories 3.8, 3.9, 3.10, 3.13, and 3.14 are excluded, as they are not relevant due to our business model. GHG emissions data are reported in accordance with the GHG

<i>in t CO₂e</i>	2024	2023	2022 (Base year)
Scope 1 + 2			
Scope 1	2,052.1	1,912.4	1,803.9
Scope 2 (market-based)	83.3	138.4	343.6
Total Scope 1 + 2 (market-based)	2,135.4	2,050.8	2,147.5
Scope 3			
Scope 3.1 Purchased goods and services	88,550.0	74,855.2	80,127.0
Scope 3.2 Capital goods	998.3	2,252.7	564.3
Scope 3.3 Fuel- and energy-related activities not included in Scope 1 or 2	794.1	567.7	550.1
Scope 3.4 Upstream transportation and distribution	46.7	40.6	38.9
Scope 3.5 Waste generated in operations	2.7	23.2	30.1
Scope 3.6 Business travel	1,051.4	881.8	704.3
Scope 3.7 Employee commuting	1,500.7	1,569.8	1,813.6
Scope 3.11 Use of sold products	224,653.2	195,521.7	212,418.8
Scope 3.12 End-of-life treatment of sold products	8.2	7.9	7.2
Scope 3.15 Investments	130.0	103.9	104.7
Total Scope 3	317,735.3	275,824.5	296,359.0
Total Scope 1, 2, 3	319,870.7	277,875.3	298,506.5

Scope 1: Direct emissions coming from owned or controlled operations.

Scope 2: Indirect emissions associated with the generation of electricity and heating purchased for own consumption.

Scope 3: Indirect emissions (not included in Scope 2) that occur in the value chain, including both upstream and downstream emissions. As suggested by the GHG Protocol Standard and required by the SBTi Net-Zero Standard reporting in accordance with the minimum boundary disclosure requirements.

Protocol Standard. Emission factors for the reporting years 2022 and 2023 come from the ecoinvent Database 3.6 and for 2024 from 3.10, respectively.

For 2024, our absolute Scope 1 and 2 emissions decreased by approximately one percent versus the BY 2022. The Scope 1 and 2 emissions were positively impacted by an increased share of renewable electricity across the Group (+12 percentage points versus the BY 2022). Our Scope 3 emissions increased by approximately eight percent compared to the BY 2022. This increase mainly comes from a continued growth in the fuel bunkering business, which is planned for to decrease in line with our decarbonization plan over the coming years. The highest Scope 3 emissions occur in the categories “3.1 Purchased Goods and Services” and “3.11 Use of sold products” in regards to our fuel bunkering business. These two categories make approximately 95 percent of our total Scope 3 emissions in the BY 2022 and this is why our SBTi approved Scope 3 climate targets are designed for these emissions.

The progress towards our near-term climate targets for 2030 can be found in the table below:

Near-term climate targets:	YTD (2024)/ BY (2022) ⁶
By 2030 reduce absolute Scope 1 and 2 GHG emissions by 42% from a 2022 base year.	-1%
By 2030 reduce absolute Scope 3 GHG emissions from purchased goods and services and use of sold products for fossil fuels ⁵ by 42% from a 2022 base year.	+8%

Next year, we will need to gain a more precise understanding of our Scope 3 emissions categories, specifically “3.1 Purchased goods and services” and “3.11 Use of sold products”. This involves acquiring the primary data and insights necessary to quantify our spend-based emissions, which are currently based on assumptions. Additionally, we will focus on obtaining Product Carbon Footprints (PCFs) from our suppliers for our products, such as OBUs. Currently, the GHG emissions calculation is based on the PCF for one product type (DKV Box Select/ TRP-4010) and scaled up for others (refer to the chapter on ESG accounting principles for further details). We will continue to accelerate our decarbonization plans in line with the SBTi criteria and in close collaboration with our suppliers and business partners.

We ensure that our climate targets comply with our corporate ambitions, for instance, in the scope of our annual strategic planning process and quarterly business reviews. We will continue on this path and will transparently share our progress while we work on our decarbonization efforts and the achievement of our near-term climate targets.

Our decarbonization levers and key measures

Our strategic targets and initiatives are supported by specific measures, which are integrated into our day-to-day business operations. In the following, we share exemplary measures and the progress made in the key focus areas to reduce our GHG emissions and ultimately achieve our climate targets.

Own operations:

As a service provider, DKV Mobility’s direct environmental impact is limited as we operate in an office environment. However, managing our direct impacts is a business imperative for us. We believe that it contributes to saving costs, engages our employees, and leads to better decision-making and business results. Therefore, over the past few years, we aimed to systematically minimize our

Scope 1 and 2 emissions by focusing on the avoidance or reduction of operational emissions.

Driving the conversion to renewable energy and increasing efficiencies

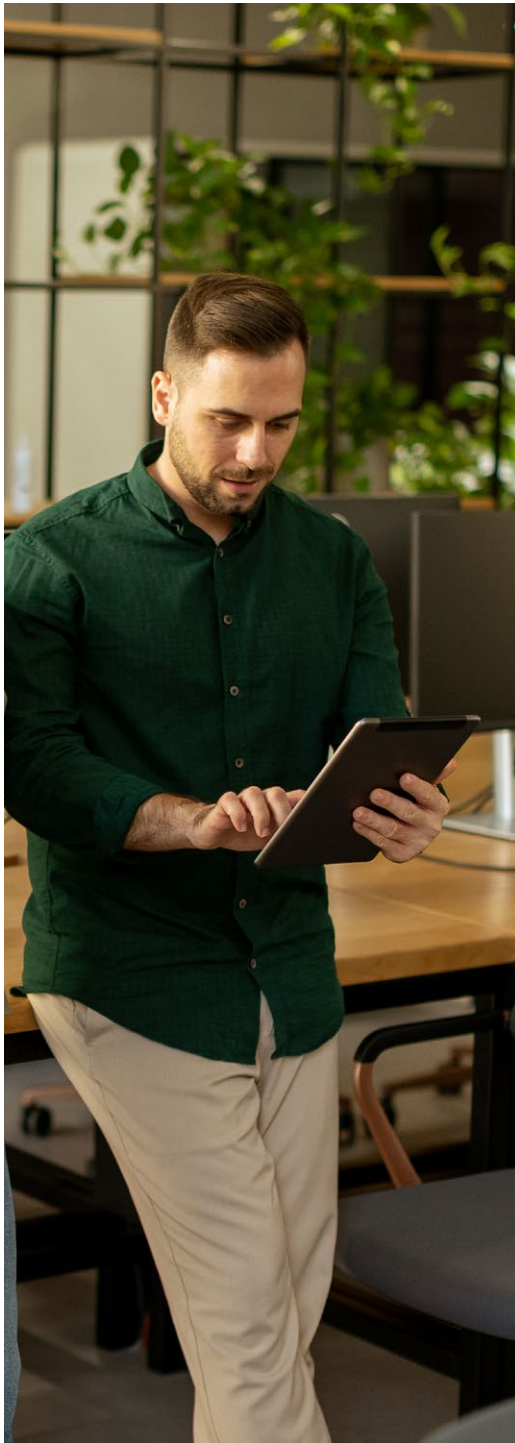
In 2024, energy (heat generation, purchased electricity) at our office locations accounted for around 22 percent of our total Scope 1 and 2 emissions, and we are consistently trying to find new ways to lower our energy consumption and to transition towards renewable energy sources. In the reporting year, for instance, we managed to reduce our heat consumption across DKV Mobility Group by around 13 percent compared to 2023, leveraging energy-efficiency improvements. The share of energy provided by renewable sources increased from around 54 percent in 2023 to about 59 percent in 2024. In 2024, we focused on switching conventional electricity contracts to green electricity. This led to a 62 percent reduction in non-renewable electricity use through the purchase of high-quality renewable electricity certificates (Guarantees of Origin (GoOs)). Overall, our renewable electricity consumption increased by approximately ten percent, which is attributable to the company’s growth, for instance, through the expansion of office space. In addition, through a green electricity share of approximately 99.9 percent and new remote-work regulations across the Group, overall we managed to decrease the electricity- and heating-related GHG emissions (Scope 1 and 2) by about 31 percent in 2024 versus 2023.

Besides the energy consumption in our office locations, the electrification of the company car fleet is a crucial lever for decarbonization in general. In 2024, the electricity consumption by our own electric cars increased by 42 percent, while fuel consumption remained stagnant. Our “Company car regulation,” which was updated in October 2024, is supporting the transition to an electrified fleet at the headquarters in Germany, where the largest fleet is stationed.



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

⁵ Scope 3.1 and Scope 3.11. ⁶ YTD = Year-to-date; BY = Base year.



Efficiency alone will not take us all the way to our net-zero climate target, and energy shifts will play an important role. However, uncertainty remains regarding, for instance, further developments of EU policies and standards, developments in the fuel market, and the advancement of new technologies, all of which are key factors that influence our ability to deliver on our short- and long-term targets.

Sustainable IT

The Information Management department supports the individual companies and departments of the DKV Mobility Group. The Infrastructure Services team is the central pit stop for all IT-related issues or requests for our companies and departments as well as external organizations. It is responsible for the smooth functioning of the decentralized IT infrastructure and the evolution of the standard workplace systems. This department is also an essential internal driver regarding sustainability in IT. We aim to enhance energy efficiency by leveraging information and communication technologies (ICT) to conserve resources and digitalize more processes. In the reporting year, we continued the rollout of more energy-efficient network hardware across the Group, having more than 800 laptops replaced. At the headquarters in Germany, the old equipment was handed over to our nonprofit partner "AfB social & green IT" for remarketing.

Dealing with waste

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

anymore are returned to the lessor or our partner "AfB social & green IT" to be resold. "AfB" is Europe's biggest nonprofit IT company. As a refurbisher, it creates jobs for people with disabilities by refurbishing and remarketing used IT and mobile devices. To record waste quantities across the Group, the volumes at the headquarters in Ratingen are used as a reference point. In 2024, a methodological adjustment was implemented, leading to higher overall waste volumes. As a result, the absolute waste quantities at various entities also increased, contributing to a Group-wide rise of approximately 68 percent compared to 2023. Despite this increase, the waste category only has a minor impact on the total emissions inventory⁷.

Reducing water usage

DKV Mobility aims at reducing the water consumption and the use of hot water in its offices as much as possible. For this purpose, we deployed several water-saving devices such as sensor-controlled water taps at our headquarters in Germany, which help reduce our already relatively low consumption of fresh water. Water is supplied almost exclusively from the public infrastructure. In 2024, these measures resulted in a reduction of absolute water consumption of about seven percent compared to 2023. Water only has a minor impact on the total Scope 3 emissions.

Upstream and downstream value chain:

Our indirect environmental impact is more severe and mainly arises from emissions that result from assets not owned or controlled by DKV Mobility, such as from our fuel-bunkering business relationships in the UK and in Spain and the diverse products, such as service cards, wallboxes, or toll boxes, we source from our suppliers.

Making use of sustainable products and services

As we ship large quantities of service cards to our customers every year (approximately 2.2 million

units in 2024), we acknowledge the environmental and social impact of our activities. This is why, in 2021, we and our service cards supplier started working on alternative solutions to the traditional polyvinyl chloride or PVC cards. In 2022, we shipped – as far as we know – the industry's first eco-friendly service cards made of recycled PETG plastic (glycol-modified polyethylene terephthalate; PETG for short) to our customers. DKV Mobility's service cards are made of 90 percent recycled material and thus reduce carbon emissions per service card by 42 percent compared to commonly used PVC cards. With the introduction of recyclable PETG service cards, we are addressing global environmental concerns regarding plastic pollution in our industry and are confident of providing our customers with a viable ecological option without compromising on quality. In the reporting year, close to 2.1 million DKV service cards made of recycled PETG plastic were shipped to our customers, already accounting for about 95 percent (93 percent in 2023) of all service cards provided to our customers that year. It is our aim to achieve 100 percent in 2025.

Together with our key suppliers, our overall goal is to increasingly opt for sustainable product solutions and recycled materials to reduce GHG emissions in our supply chain.

The following key measures support achieving our targets:

Ongoing capacity building

In 2024, we conducted different sustainability training formats to increase awareness of the correlations between our employees' behavior and our climate commitment. We strongly believe that shifting towards an environmental mindset can positively influence our employees' behavior and ultimately our decarbonization efforts. Mandatory "Lead in Green" introductory training for new employees was provided to employees in Germany,

⁷ According to the GHG Protocol Standard accounted for in Scope 3.1 and 3.5.

among other measures. In total, 56 percent of our employees were trained in sustainability in 2024. In addition, we take up suggestions made by our staff to further improve our environmental performance. The Environmental Management team reviews the suggestions on a quarterly basis. This team consists of people from across the organization who have a direct impact and influence on the company's environmental performance by managing and implementing environmental performance measures.

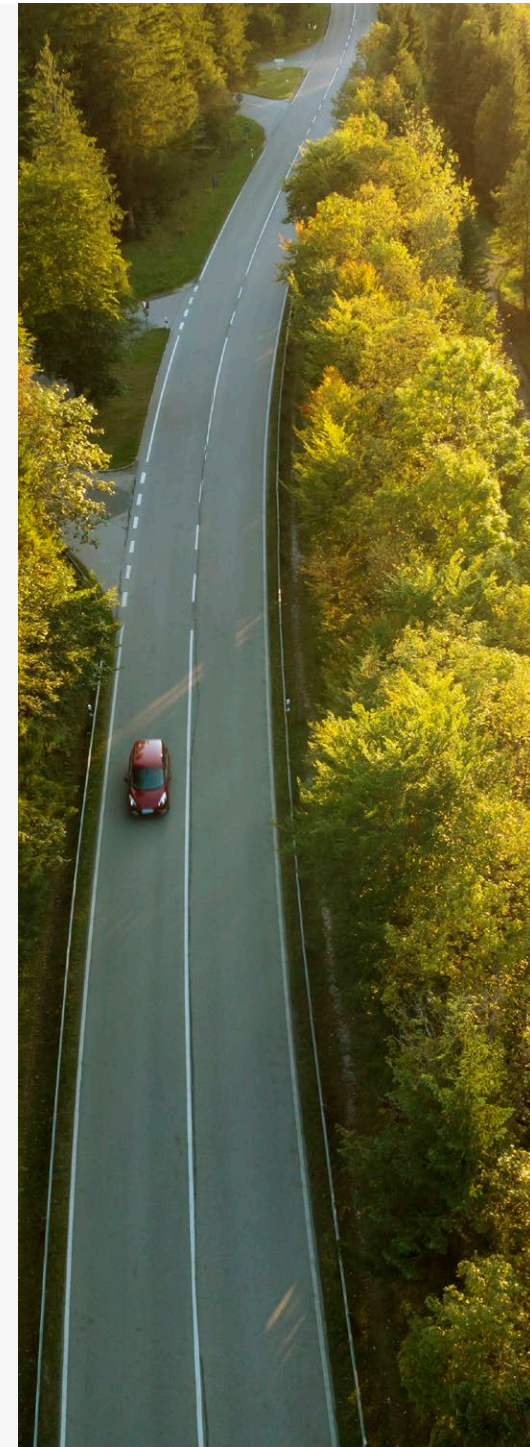
Certifications

To achieve our ambitious sustainability goals and to control our activities related to the environment, DKV Mobility implements an Environmental Management System (EMS) at its headquarters in Germany. The EMS is subject to regular internal and external audits. It is based on the internationally recognized standard DIN EN ISO 14001:2015 and was certified for the first time in 2021. The certificate (regist. no. 01104 2100533) is valid until November 10, 2027. A recertification audit was successfully performed in August 2024. Based on the number of active employees, approximately 54 percent of DKV Mobility Group's operational sites⁸ were covered by external DIN EN ISO 14001 certification in the reporting period. At its headquarters in Germany, DKV Mobility is under the legal obligation to conduct an energy audit for this location as laid down in the German Energy Services Act (*Energiedienstleistungsgesetz*). The energy audit is conducted according to DIN EN 16247-1. The last audit was conducted on November 28, 2023, and its results are valid until November 27, 2027.

Keeping our commitments

Our climate targets are a key pillar in our "Lead in Green" ambition and one of our focus topics in ESG management. By integrating climate targets and decarbonization measures in our corporate strategy and business activities, we reaffirm our role in decarbonizing road transport and fostering a low-carbon economy. The overall responsibility for accelerating our climate targets lies with the Sustainability department, in close cooperation with the Business Units eMobility, Fuel & Vehicle Services, and Toll. Our IT and Purchasing/Central Services departments cater to the individual departments by ensuring that the workplaces are adapted to the constantly changing requirements of our growing business. Purchasing/Central Services oversees all matters relating to the procurement of indirect materials and services, facility management, and the use of the workplace and its design (except for the IT systems) at our headquarters in Germany. Furthermore, the department manages our vehicle fleet for the DACH region and DKV Mobility Group's business trips. Our offices abroad have appointees whose responsibilities include creating annual GHG emissions activity data reports for their workplace-related business operations as well as running annual awareness campaigns on decarbonization measures and handling any other questions about sustainability that might arise. According to our Code of Conduct (CoC), our employees commit themselves to acting responsibly with a view to the environment. DKV Mobility Group's environmental policy formalizes our commitment to decreasing GHG emissions in the scope of their daily business operations.

⁸ We define an operational site as a location where integral functions of the business are performed more or less independently from the headquarters' activities. We define integral functions as the operational site's own operational-business activities, such as product management, core operations, and central services. It is reasonable for these operational sites to get their own location-specific ISO certifications, such as the ISO/IEC 27001 (Information Security Management System), as they do not benefit from the shared central processes and services of the headquarters. On the other hand, integral functions of the sales units are steered and managed centrally by the headquarters' operations, and the headquarters' certification management systems thus cover the activities of the sales units.



Sustainable products and services

Mobility is one of the backbones of society and a cornerstone of a functioning market economy. Europe's extensive road-transport infrastructure and transportation systems serve as the vital link connecting people, cultures, and economies throughout the continent and beyond¹. The transport sector contributes around five percent to the EU's gross domestic product (GDP) and employs over ten million people². However, it is also responsible for approximately 25 percent of the EU's total greenhouse gas (GHG) emissions, placing it at the heart of the European Green Deal³.

Guided by the Paris Agreement, an international treaty aimed at limiting global warming to well below 2°C, preferably 1.5°C, above pre-industrial levels⁴, the European Green Deal aims for a competitive, modern, and climate-neutral economy by 2050⁵. The second comprehensive progress report published in July 2024 by the European Climate Neutrality Observatory (ECNO), provides targeted input to the work program of the EU institutions for 2024–2029⁶. ECNO concludes “that while the transition is on its way, it needs to pick up speed to reach climate neutrality by 2050 at the latest”⁷. The report reveals that progress is still far too slow in the construction industry and the mobility sector. Even the window to reach the ambitious transport-related decarbonization targets seems to be closing fast. And yet, with an accelerated scale-up of renewables and green fuels, carbon neutrality by mid-century remains an achievable goal⁸. Cleaner power generation can deliver major emission cuts by 2030, allowing more time to decarbonize hard-to-abate sectors like steel and aviation. According to the “New Energy Outlook 2024”⁹ report, achieving net-zero depends on

tripling renewable capacity by the decade's end. In 2024, approximately 47 percent of the EU's electricity generation was derived from renewable sources⁹.

Further zooming in on the field of mobility and road transport in the EU, the sector is still facing significant challenges but also great potential. The shift to low- and zero-emission fuels will be crucial, requiring expanded charging and refueling infrastructure¹⁰. Regarding infrastructure development, new EU regulations like the Alternative Fuels Infrastructure Regulation (AFIR) emerged, being a lever to accelerate EV adoption by expanding charging and refueling infrastructure across Europe, setting binding targets to improve access and user experience¹¹. Alternative fuels complement e-mobility by powering hard-to-electrify transport, like heavy-duty vehicles (HDV), with their high energy density and minimal vehicle modifications¹². To cut fossil-fuel use in the transport sector, the EU strengthened the regulatory emission standards in 2024, for instance, by issuing new heavy-duty vehicle (HDV) reduction targets of 90 percent by 2040¹³. In the transport sector, apart from balancing greener propulsion technologies with cost-effectiveness and existing infrastructure, it is primarily efficiency gains through data-driven smart fleet management and digitalization that are essential decarbonization levers¹⁴. Despite more efficient engines and biofuels, road transport emissions from passenger cars and heavy-duty vehicles remain high. To be in step with the EU's climate-neutrality strategy, the sector must accelerate the shift to low-carbon powertrains. Traditional fuel stations will evolve into multi-energy hubs, while more fleet managers – our customers – are transitioning to hybrid or mixed fleets.

In summary, reaching the ambitious EU Green Deal will require a broad transition in the road transport sector, low-carbon alternatives for HVD transport, CO₂-dependent toll systems, and enhanced efficiency through digital technologies as the case may be.

DKV Mobility is a leading platform for international mobility services. We offer access to the largest energy-independent partner network in Europe, including charge points for electric vehicles, alternative fuel service stations, and acceptance points for mobility services such as car washing, parking, or repairs. Key elements of DKV Mobility's services include the automated processing of toll charges and the smooth handling of VAT and excise duty refunds. Consequently, DKV Mobility is mainly indirectly involved with the above-mentioned negative impacts that result from GHG emissions caused by the road-transport industry. The only exception, which is immaterial in terms of our total financial transaction volume, is the so-called fuel bunkering business (i.e., operation of a fuel depot) in the United Kingdom and at our entity Road Solution PRO (RSP) in Spain, whereby we bear the risks and rewards of a fuel inventory.

As our materiality assessment shows, alternative fuels and e-mobility, as well as product and service innovation, are material ESG topics – both are key to our business and to our purpose, “to drive the transition towards an efficient and sustainable future of mobility.” As an enabler of this at DKV Mobility, we support the transition to a more sustainable future of mobility for our customers. On the following pages, we report on the progress we made in 2024 in these fields.



¹ WKO (2024): *WKO-Analyse: Mobilität – Ein Grundbedürfnis für Wirtschaft und Gesellschaft*. ² Eurostat (2025): Key figures on European transport – 2024 edition. ³ Eurostat (2025): Key figures on European transport – 2024 edition. ⁴ United Nations Climate Change (2024): The Paris Agreement. What is the Paris Agreement? ⁵ European Commission (2023): Alternative fuels for sustainable mobility in Europe. ⁶ European Climate Neutrality Observatory (ECNO) (2024): Summary for Policy-Makers: State of EU progress to climate neutrality Input to the EU policy cycle 2024–2029. ⁷ European Climate Neutrality Observatory (ECNO) (2024): Summary for Policy-Makers: State of EU progress to climate neutrality Input to the EU policy cycle 2024–2029; p. 2. ⁸ Bloomberg Finance L.P. (2024): New Energy Outlook 2024. ⁹ Eurostat (2025): Electricity from renewable sources reaches 47% in 2024. ¹⁰ European Commission (2024): Renewable Energy Directive. ¹¹ European Commission (2024): Alternative Fuels Infrastructure Regulation: Q&A on operating recharging infrastructure. ¹² Bundesministerium für Digitales und Verkehr (2023): *Klimaschutz im Verkehr – Alternative Kraftstoffe*. ¹³ European Commission (2024): Reducing CO₂ emissions from heavy-duty vehicles. ¹⁴ Intangibles (2024): How Data-Driven Decision Making is Shaping the Future of Fleet Management.

Leading the way in charging solutions

Empowering Europe's EV future with seizing opportunities and conquering challenges

The European automotive industry continues to encounter challenges, despite electric vehicles (EVs) being a critical component of the decarbonization of transportation and the ultimate objective of EU climate goals². According to figures released by the European Automobile Manufacturers' Association (ACEA) in 2024, approximately 1.45 million new EVs were registered across Europe, marking a 5.9 percent decline compared to 2023 levels. Despite this decrease, EVs accounted for 13.6 percent of the total market share, surpassing diesel vehicles, which fell to 11.9 percent. Petrol-powered vehicles kept the leading position with a 33.3 percent share³.

The European market for heavy-duty vehicles (trucks, buses, and coaches) is evolving. In the third quarter of 2024, zero-emission vehicles (ZEVs) accounted for four percent of total sales. The sales share of light and medium electric trucks reached ten percent in the third quarter of 2024 compared to six percent in 2023. The steady rise in ZEV adoption coincides with the EU's climate goals, reinforcing Europe's leadership in sustainable heavy-duty transport⁴.

The European automotive industry faces significant challenges, including high energy and production costs, supply chain fragmentation, and rapid technological advancement among emerging global players, particularly China. Additionally, the EU faces a critical need to develop infrastructure for EVs, in particular charging stations, to support

the growing number of electric vehicles on its roads and with them customer acceptance. Key concerns include vehicle costs, the battery range, and charging speed, while sustainability factors like recyclability and renewable-energy use are also gaining in importance. Lithium-ion batteries dominate the market owing to their high energy density, efficient charging, and lifespan of five to ten years. However, challenges such as high greenhouse gas (GHG) emissions, reliance on critical raw materials, and expensive recycling processes persist⁵. There are clear pathways to restoring Europe's leadership in this sector. By taking coordinated action on infrastructure development, regulatory reform, skills enhancement, and fostering innovation, the EU can ensure that its automotive industry remains a vital part of the region's economy. These efforts can drive growth and sustainability well into the future. The urgency to act is paramount, as the global automotive landscape continues to evolve at a rapid pace.

Emerging opportunities from a streamlined European regulation

Regulatory complexity has been a long-standing barrier to the widespread adoption of EVs across Europe. A key regulatory milestone in the EU, addressing infrastructure challenges, is the Alternative Fuels Infrastructure Regulation (AFIR), which came into force on April 13, 2024. The AFIR aims to accelerate the deployment of charging and refueling infrastructure for alternative fuels such as electricity, hydrogen, and biofuels across Europe. One of its core objectives is the comprehensive

rollout of EV charging stations along the Trans-European Transport Network (TEN-T) and within urban areas. The regulation sets binding infrastructure targets for member states, replacing the previous Alternative Fuels Infrastructure Directive (AFID) from 2014⁶. With the implementation of the AFIR, EU member states are required to provide at least 1 kW of public-charging capacity for every registered battery-electric light commercial vehicle. Additionally, sufficient charging infrastructure for heavy-duty vehicles must be ensured at urban nodes. Along major motorways, fast-charging stations with a minimum capacity of 150 kW must be available every 60 kilometers. These measures aim to install one million charge points by 2025, with a long-term target of up to 16.3 million by 2050⁷.

Highlights in 2024

- ~260,000 public and semi-public EV charge points added to our network (+41% versus 2023)
- ~798,000 EV charge cards managed by the end of 2024 (+35% versus 2023)
- > 10,000 wallboxes installed for at home and at work charging
- Securing 100 percent green electricity for the entire on the road kWh volume charged via the DKV Card + Charge

E-MOBILITY

Ambition

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



Impact target 2025

Manage 975,000¹ EV charge cards for our customers

¹ By the end of 2024, DKV Mobility significantly increased the number of EV charge cards to about 798,000, an increase of more 35 percent compared to 2023. With this in mind, we set ourselves a more ambitious target.

² Universität Linz: Institut für Umweltrecht (2024): *Rolle von E-Fuels und Wasserstoff im Klimaschutz der Mobilität*. ³ EVBoosters (2024): European EV Market in 2024: BEV's the third popular choice on the continent, PHEVs +33%. ⁴ EVBoosters (2024): Outlook 2025 Europe's Heavy Duty Charging Infrastructure for electric trucks. ⁵ Universität Linz: Institut für Umweltrecht (2024): *Rolle von E-Fuels und Wasserstoff im Klimaschutz der Mobilität*. ⁶ European Commission (2024): Alternative Fuels Infrastructure Regulation: Q&A on operating recharging infrastructure. ⁷ Bundesministerium für Wirtschaft und Klimaschutz (2024): *Bericht der Bundesregierung zu Flexibilität im Energiesystem durch Elektrofahrzeuge*.

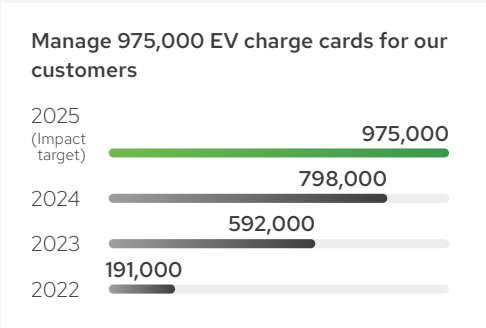
Another crucial aspect of AFIR is the standardization of payment methods at public EV charging stations. For Charge Point Operators (CPOs), compliance requires adapting their systems to meet new technical and operational standards, ensuring seamless interoperability and ease of use for consumers. The regulation introduces transitional periods during which the existing infrastructure must be upgraded accordingly⁸. Specifically, newly installed charge points with a capacity of 50 kW or more must now support payment via widely accepted credit and debit cards. For lower-capacity charge points, alternative payment solutions such as QR code-based payments are permissible. These measures are designed to simplify access to charging infrastructure and enhance overall user experience⁹.

Our commitment to making EV charging simpler and more efficient

At DKV Mobility, it is our role and responsibility to keep up our customers’ efficiency and cost effectiveness when shifting towards mixed fleets and novel energy solutions. In this transition, the supply side becomes more fragmented, new players enter the market, and complexity increases as fleet managers navigate a new, sometimes unfamiliar, ecosystem of technology and suppliers to successfully transition their fleets. We believe that a service-card solution and an invoicing system that accommodates multiple types of fueling and EV charging across both fuel stations and the various EV charge points are key to easing the operational management of these emerging mixed fleets. We electrify our customers’ journey by making EV charging simpler and more efficient. Our mission is to provide access to Europe’s largest roaming network for EV charging at public or semi-public EV charge points and to provide our customers with the best possible electric charging experience, regardless of where they prefer to charge – at work, at home, or on the road.

Expanding our charging network and elevating user experience with the DKV Mobility App
Together with our subsidiary “GreenFlux,” we aim to consistently expand our charging network for electric vehicles. The EV charging network provided by DKV Mobility is technically based on the platform of GreenFlux, which manages DKV Mobility’s entire range of EV charging solutions. By the end of 2024, our customers were able to charge their electric vehicles at approximately 893,000 public and semi-public EV charge points across Europe via the DKV Card +Charge or the DKV Mobility App. We offer access to one of the largest EV charging networks in all of Europe. In just one year, we added more than 260,000 EV charge points to our network, an increase of 41 percent compared to 2023. To enhance the overall user experience when accessing the network and to further support fleet management operations, we introduced a mileage/odometer entry function in the DKV Mobility App, enabling our customers to log their kilometrage during charging. This feature creates a solid data foundation for analyzing charging patterns and optimizing fleet costs.

Alongside the growth of our EV charging network, our customers’ demand for charge cards is further growing at a fast pace.



By the end of 2024, DKV Mobility significantly increased the number of EV charge cards to about 798,000, an increase of more 35 percent compared to 2023. In response to this growth, we raised our 2025 target from 950,000 to 975,000 charge cards, reflecting our ongoing dedication to supporting the rapid transition to e-mobility.

100 percent certified green electricity for all +Charge customers

In addition to our network growth, we remain steadfast in providing access to charge points powered by 100 percent renewable electricity. Despite the challenges in securing contractual agreements with Charge Point Operators (CPOs) for guaranteed green electricity supply, we continue to seek opportunities to support our customers in their sustainability and decarbonization efforts. In that light, we ensured for our customers that every on-the-road kilowatt hour (kWh) charged in 2024 via a DKV Card +Charge verifiably originates from renewable electricity, documented by Guarantees of Origin (GoOs). These GoOs adhere to the stringent requirements of the RE100 initiative for renewable energy. Consequently, the public at-road kWh volume billed in 2024 is fully covered by green electricity, irrespective of the timing of the underlying transaction. Through this initiative, we are offering our customers advanced solutions to aid in their decarbonization efforts. This includes meeting the requirements of the Science Based Targets initiative (SBTi) for transparent and effective use of renewable electricity. We are committed to continuing this effort by providing our customers with 100 percent green electricity – meeting the RE100 criteria – for the entire DKV Card +Charge on the road charging volume in 2025 as well.



⁸ chargecloud (2024): Neue AFIR-Verordnung tritt in Kraft. ⁹ Noerr (2024): Ein neuer verbindlicher Rechtsrahmen für die Ladeinfrastruktur in Europa – EU-weites Inkrafttreten der AFIR und Veröffentlichung der Q&A durch die EU-Kommission.

More efficient processes and enhanced customer proximity for @work and @home solutions

With DKV Mobility's @home and @work solutions, customers can purchase wallboxes for charging company EVs. Services include installation, maintenance, electricity cost reimbursement, and dynamic-load management. At the end of 2024, an installed base of around 10,000 wallboxes for charging at home and at work was reached, an increase of around 43 percent against the previous year.

In the year under review, we focused on streamlining internal processes to enhance customer interactions and operational flexibility while ensuring future scalability through more independent structures. A key milestone was the transformation of the at-home business model from B2B2C to a direct B2C approach. End customers can now handle their offers and

contractual agreements exclusively via DKV Mobility, while external service providers are limited to installation and coordination. This shift simplifies processes and strengthens customer relationships. As part of this transition, outdated Gen2 Boxes and eStations are being systematically replaced with optimized solutions, which meet the GreenFlux backend requirements for compatible hardware. The full replacement, which also includes the transfer to GreenFlux's backend, is scheduled for 2025, alongside further consolidating of core business processes.

Additionally, a new third-party integration model now enables our customers to connect existing external hardware to our DKV Mobility systems' landscape. The first implementation with boxes from the supplier "KEBA" marks the beginning of a broader rollout, promoting resource efficiency and sustainability. Furthermore, our customers can now

purchase hardware and system access while managing installation independently. This reduces reliance on external technicians and strengthens local service networks.

With these initiatives, we are building a foundation for leaner processes, greater agility, and improved customer interaction regarding DKV Mobility's @work and @home product and service proposition.

Keeping our commitments

Undoubtedly, electric mobility stands out as a crucial solution for meeting the EU's ambitious transport-related climate objectives. Achieving this necessitates making passenger-car and road-freight transport carbon neutral, alongside a significant expansion of alternative drivetrain options and the setup of infrastructure to support them with energy. Recognizing the escalating urgency, we set ourselves the very ambitious goal of establishing

access to one of Europe's largest roaming networks for EV charging at public or semi-public charging points by 2025. Furthermore, we aim to boost the number of charge cards to 975,000 by the same year. Looking back at 2024, we made substantial progress for @road charging solutions and, at the same time, enhanced our full-service supply concept with enhancements for @work and @home charging.

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



Accelerating change in the EU through technology development in renewables

Under the framework of the Paris Climate Agreement, the international community has committed itself to transitioning towards a climate-resilient economy. In line with this objective, the European Union (EU) has adopted a long-term strategy to establish a competitive, modern, and climate-neutral economy by 2050. Central to this strategy is the European Green Deal, which outlines an ambitious target for the transport sector: a 90 percent reduction in greenhouse gas (GHG) emissions by 2050 compared to 1990 levels. As the transport sector currently accounts for nearly 25 percent of Europe's total GHG emissions¹, achieving this goal requires not only a significant reduction in carbon dioxide (CO₂) but also in harmful pollutants such as nitrogen oxides (NO_x) and particulate matter.

A key pillar of this transformation is the shift towards alternative, low-emission, and zero-emission fuels, which necessitates the expansion of new charging and refueling infrastructure. Renewable fuels are produced either from renewable electricity sources (power-to-gas and power-to-liquid, commonly referred to as e-fuels) or from biomass ideally derived from waste and residual materials. These fuels enable carbon-optimized mobility over long distances, playing a vital role in advancing climate-friendly transportation. Already today, conventional fuels are blended with biofuels such as E10, which contains up to ten percent bio-based content, contributing to a reduction in carbon emissions. To reduce a negative environmental impact, such as deforestation or non-sustainable

agriculture, the German government, for instance, prioritizes the promotion of biofuels made from waste and residual materials, in line with the EU's Renewable Energy Directive II (RED II)². The revised directive, which came into force in November 2023, sets a binding overall renewable-energy target of at least 42.5 percent at the EU level by 2030, with an aim for 45 percent. Since its introduction in 2018, the share of renewable energy sources in the EU energy consumption has significantly increased from 12.5 percent in 2010 to 24.5 percent in 2023³.

Alternative fuels are particularly well suited for transport modes that are difficult to electrify, such as heavy-duty road freight, owing to their high energy density and the ability to be used directly or with minor modifications in existing vehicles. This way, they complement electromobility in areas where its application remains limited⁴.

Transforming heavy-duty transport: The role of HVO100 in cutting emissions

In the reporting year, the unrestricted sale of hydro-treated vegetable oil (HVO100) was added to DKV Mobility's fuel acceptance network, introducing an alternative, ready-to-use "drop-in fuel" that can be directly utilized in existing vehicles without modifications⁵.

HVO100 is produced from waste oils and fats and can reduce carbon emissions by up to 90 percent⁶ compared to fossil diesel. In Germany, the sale of HVO100 was officially approved at fuel stations in April 2024 through an amendment to the 10th

Federal Immission Control Ordinance. As HVO100 is chemically identical to fossil diesel, it can be used as a "drop-in fuel" without any further vehicle modifications⁷. HVO100 is considered the first viable option to significantly reduce carbon emissions in heavy-duty transports. Rising national GHG quotas and the carbon pricing of fossil diesel are increasing the incentive for companies to switch to alternative fuels, such as HVO100. Logistics companies and fleet operators see HVO100 as a practical solution for achieving short-term carbon reductions.

Highlights in 2024

- > 19% YOY growth of our customers' LNG, CNG, and hydrogen fuel volume (sold by ton)
- ~24,000 alternative-fuel service stations in our network (+13% versus 2023)
- Giving access to an HVO100 network in Europe with ~2,600 stations in 15 countries (> 300% versus 2023)
- Development of Well-to-Wheel (W2W) CO₂e emission factors for the entire DKV Mobility energy portfolio to lay the foundation for CO₂e emissions monitoring and reporting services
- Contributing to climate protection via the DKV Card Climate for ten years

ALTERNATIVE FUELS

Ambition

Alternative fuels, such as natural gas/bio-methane, hydrogen, or HVO100, are key to achieving greater energy efficiency and climate protection in the transport sector. It is our ambition to be at the forefront of boosting the use of alternative fuels in road transport by offering the biggest independent network for alternative-fuel service stations in Europe.



Impact targets 2025

- Increase our customers' LNG, CNG, and hydrogen consumption to 84,000 tons⁸
- Fund climate-protection projects via the DKV Card Climate equivalent to 245,000 tons of CO₂

¹ European Commission (2023): Alternative fuels for sustainable mobility in Europe. ² Bundesministerium für Digitales und Verkehr (2023): Klimaschutz im Verkehr – Alternative Kraftstoffe. ³ European Commission (2024): Renewable Energy Directive. ⁴ Bundesministerium für Digitales und Verkehr (2023): Klimaschutz im Verkehr – Alternative Kraftstoffe. ⁵ Bundesministerium für Digitales und Verkehr (2024): FAQ zu HVO 100. ⁶ Based on a Well-to-Wheel modeling we assume HVO100 made from 100 percent used cooking oil, which can lead up to a 90 percent emissions reduction compared to conventional diesel blends in certain countries. ⁷ Bundesministerium für Digitales und Verkehr (2024): FAQ zu HVO 100. ⁸ In 2024, we experienced further double-digit growth of our customers' lower-carbon fuel consumption of LNG, CNG, and hydrogen (+17 percent versus 2023). We kept our commitment of advancing the adoption of alternative fuels, and we adjusted our 2025 target value to 84,000 tons (previously 70,000 tons).

In the medium term, HVO100 is expected to secure a permanent place in the heavy-duty transport fuel mix. Market acceptance will largely depend on a stable supply, competitive pricing, and continued investments in infrastructure and production⁹.

As per December 2024¹⁰, there were approximately 4,900 filling stations across Europe, with the main drivers being Italy and Spain. The rapid expansion is based on the growing market interest in more sustainable fuel options. DKV Mobility accelerated the transition, activating an HVO100 network with approximately 2,600 stations in the reporting year. This expansion provides our customers in 15 countries across Europe access to this innovative product, increasing our HVO100 acceptance network by 300 percent compared to 2023.

The example of HVO100 demonstrates that EU member states will increasingly integrate sustainable biofuel alternatives, such as HVO100, into their decarbonization strategies. This is because electric vehicles and hydrogen alone will not be sufficient to meet the ambitious EU Green Deal's¹¹ emission reduction targets.

Paving the way for hydrogen across Europe's key transport corridors

The acceptance of hydrogen as a viable fuel source is heavily dependent on the existing infrastructure and network coverage. Adequate infrastructure is essential for building trust and encouraging investment in new propulsion technologies¹². Conversely, the lack of sufficient vehicles makes it challenging to justify investments in refueling infrastructure. To address this issue, the European Union has introduced the Regulation on the Deployment of Alternative Fuels Infrastructure (AFIR) and the

Alternative Fuels Infrastructure Facility (AFIF), both of which have been in effect since the reporting year¹³. These initiatives form a comprehensive strategy aimed at promoting sustainable mobility. By clearly defining legal requirements and providing financial support for the expansion of alternative fuel infrastructure, the AFIR and AFIF work in tandem to foster the growth of hydrogen and other sustainable fuels¹⁴.

The AFIR regulation, first introduced in July 2021 and adopted in September 2023 as part of the European Green Deal, sets binding requirements for the development of infrastructure for alternative fuels across the EU¹⁵ and is an integral part of the "Fit for 55" package¹⁶. The AFIR regulation addresses all transport sectors and establishes a comprehensive, legally binding framework for the development of sustainable EV charging and refueling infrastructure across Europe since April 2024¹⁷. A key objective of the regulation is to expand the network of refueling stations for alternative fuels in cities and along the Trans-European Transport Networks (TEN-T). Supported alternative fuels include hydrogen, liquefied natural gas (LNG), liquefied petroleum gas (LPG), and biofuels. The focus is particularly on the establishment of hydrogen fuel stations to enhance the variety of sustainable propulsion options. The expansion goal is to ensure that, along the TEN-T network of major highways in Europe, hydrogen fuel stations will be available every 200 kilometers by 2030¹⁸. The planned hydrogen networks will also facilitate the introduction of hydrogen-powered trucks once they become available¹⁶. National hydrogen strategies, such as Germany's, aim to give a boost to hydrogen technology and establish the framework for the future production and use of hydrogen. These

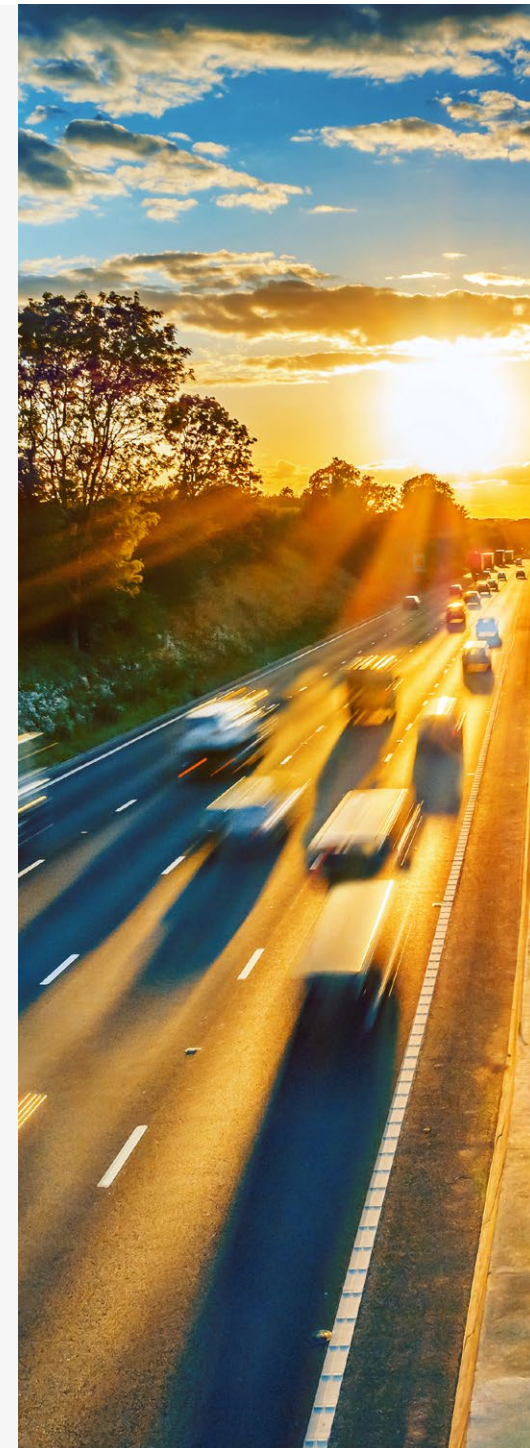
strategies are designed to stimulate innovation and investment across Europe¹⁹. However, regional and sectoral uncertainties around hydrogen demand growth remain. Sales of hydrogen-powered vehicles correlate geographically with the rollout of hydrogen refueling infrastructure. In Europe, there has been a downward trend for hydrogen refueling stations, with a decline in number of operational hydrogen refuelling stations of about ten percent²⁰. This is supported by the total number of Hydrogen Fuel Cell Electric Vehicles (FCEV) registrations in Europe in 2023, which was estimated at 1,026 units. In comparison to the previous year, the number of registrations decreased by 34 percent²¹.

The Alternative Fuels Infrastructure Facility (AFIF), as part of the Connecting Europe Facility, plays another key role in the EU's efforts to expand the infrastructure for alternative fuels. In the current AFIF phase (2024–2025), a total of EUR 1 billion is available to specifically support projects across Europe²².

Acceleration in alternative fuels network expansion across Europe

At DKV Mobility, we are well positioned to drive the transition towards the adoption of alternative fuels in Europe's road-transport sector. With our strong customer base, we are committed to facilitating this shift by providing access to an extensive network of alternative fuel stations through our service card solutions. Our offerings include LNG, CNG, hydrogen, LPG, HVO100, and other biofuels and bio-blended fuels. By the end of 2024, our acceptance partner network for alternative fuels consisted of approximately 24,000 alternative-fuel service stations predominantly in Europe, including 2,850 LNG, CNG, and hydrogen service stations (2,557 in

⁹ Argus Media group (2024): HVO in Germany: A slow burner instead of a fire starter? ¹⁰ eFuelsNow e.V. (2025): *Weltweite Tankstellen HVO/XTL*. ¹¹ Welt (2024): *Grüne Verkehrsziele: "Die europäischen Verbraucher werden dafür bezahlen"*. ¹² AB Volvo (2024): What you need to know about the EU's AFIR regulation. ¹³ European Commission (2024): CEF Transport Alternative Fuels Infrastructure Facility (AFIF) call for proposal. ¹⁴ European Commission (2024): Commission makes €1bn available for recharging and refuelling points under the Connecting Europe Facility (CEF). ¹⁵ REEV (2024): *Was ist die Verordnung über die Infrastruktur für alternative Kraftstoffe – kurz AFIR?* ¹⁶ AB Volvo (2024): What you need to know about the EU's AFIR regulation. ¹⁷ REEV (2024): *Was ist die Verordnung über die Infrastruktur für alternative Kraftstoffe – kurz AFIR?* ¹⁸ AB Volvo (2024): What you need to know about the EU's AFIR regulation. ¹⁹ Bundesministerium für Digitales und Verkehr (2024): *Informationsveranstaltung zum nationalen Strategierahmen gemäß EU-Verordnung über den Aufbau der Infrastruktur für alternative Kraftstoffe (AFIR)*. ²⁰ Hydrogen Council, McKinsey & Company (2024): *Hydrogen Insights 2024*. ²¹ Clean Hydrogen JU (2024): *The European hydrogen market landscape*, p. 52. ²² European Commission (2024): Commission makes €1bn available for recharging and refuelling points under the Connecting Europe Facility (CEF).

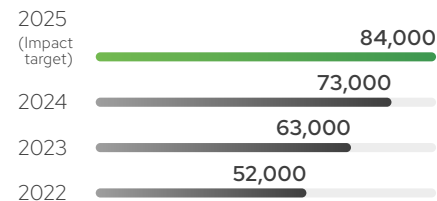




2023, +11 percent). We saw a notable increase in our customers' demand for alternative fuels, with a 19 percent year-on-year growth in the consumption²³ of LNG, CNG, and hydrogen.

LNG and CNG have been the principal growth drivers, while hydrogen needs to gain traction. Looking ahead, the emergence of bio-based LNG and CNG variants promise to expand market opportunities. By 2025, we aim to increase our customers' LNG, CNG, and hydrogen consumption to 84,000 tons. We have revised our 2025 target value upwards to 84,000 tons, an increase from the previous target of 70,000 tons. We remain steadfast in our commitment to advancing the adoption of alternative fuels.

Increase our customers' LNG, CNG & hydrogen consumption to 84,000 tons



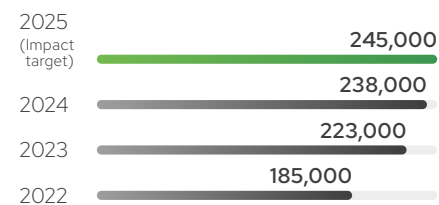
During the reporting period, we developed CO₂e emission factors within the Well-to-Wheel (WTW) system boundary for our entire fuel and energy portfolio that can be accessed via DKV service cards. This enables effective monitoring, reporting, and comparability for our customers of the impact of adopting alternative fuels on carbon emissions. The corresponding product called "Carbon Monitor" is scheduled to be launched in our digital customer portal "DKV Analytics" in spring 2025.

²³ Alternative fuels volume sold by ton.

Celebrating ten years of the DKV Card Climate

Most of our customers, particularly in the long-haul logistics and transportation sector, still need combustion engine fleets in order to be able to run their business efficiently. DKV Mobility took the lead in 2014 by offering a voluntary service to pay a climate protection contribution for unavoidable carbon emissions through the DKV Card Climate. By using the service card, our customers pay us a climate-protection contribution, which is calculated based on actual consumption. We pass the entire amount on to "myclimate Germany," myclimate is a nonprofit organization and, as a charitable foundation, uses most of its funds for its primary purpose of protecting the environment via certified climate-protection projects. The projects are certified according to the internationally recognized Gold Standard. According to our calculations, around 238,000 tons of CO₂ in 2024 were channeled into climate-protection projects in Kenya, Uganda, and the Dominican Republic with the help of the DKV Card Climate via myclimate – an increase of around seven percent compared to the previous year. The climate protection contributions achieved emission reductions, as well as environmental and socioeconomic benefits in the respective countries. Despite a history of growth, the trajectory of the DKV Card Climate is slowing as our customers adopt holistic decarbonization strategies and increasingly invest in their own climate protection projects. Consequently, we have revised our 2025 target for addressed CO₂ emissions to 245,000; down from the previously 350,000 tons of CO₂.

Fund climate protection projects via the DKV Card Climate equivalent to 245,000 tons of CO₂ p.a.



Keeping our commitments

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

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

Over the next few years, we expect further strong growth in the HVO100, Bio-LNG, Bio-CNG, and hydrogen segment. At the same time, through collaborations with industry partners, monitoring the European regulatory landscape in the fields of sustainable mobility and decarbonization and working together with policymakers, we will do our best to keep pushing for a further expansion of our alternative-fuel solutions and of our acceptance network of gaseous and renewable fuels.

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

Navigating the green transport transition in the EU with tolling

Shaping the future of heavy-duty transport with the EU's new tolling regulations

Heavy-duty vehicles (truck, buses, coaches, and trailers) account for more than a quarter of greenhouse gas (GHG) emissions in the European road transport sector and for over six percent of total EU emissions. As part of the Green Deal, the European Union (EU) introduced stringent emission standards for these types of vehicles to reduce fossil fuel demand and promote zero-emission technologies under the Regulation (EU) 2019/1242. The regulation was revised under the "Fit for 55" package and came into effect in June 2024. It now includes medium-duty trucks, city buses, coaches, and trailers. The targets set by the regulation are ambitious, aiming for a 45 percent reduction in CO₂ emissions by 2030, 65 percent by 2035, and 90 percent by 2040. These measures support the EU's goal of achieving climate neutrality by 2050 and accelerating zero-emission mobility across Europe¹.

The organization "Transport & Environment (T&E)" estimates that the EU must invest EUR 39 billion per year to create the necessary frameworks to obtain these targets². One key catalyst for securing the needed funding to achieve these ambitious goals in the logistics sector is road tolling. The EU is increasingly focusing on reforming toll systems to accelerate the decarbonization of the transport sector. The revised Eurovignette Directive, a foundational legal framework governing road-use charges for heavy-goods vehicles across EU member states, strengthens the link between road-use charges and carbon emissions to incentivize lower-emission vehicles. From a governmental perspective, toll revenues are a crucial factor in

financing infrastructure investments. At the same time, by aligning toll costs with carbon emissions and operating expenses, the logistics sector is encouraged to invest in more sustainable trucks. Germany has already implemented this reform, adjusting its truck toll system as of December 1, 2023. The toll charges for diesel- and gas-powered trucks have been deliberately increased to accelerate the transition to environmentally friendly drivetrains. According to the German Federal Ministry for Digital and Transport, CO₂-based tolling differentiation for trucks over 7.5 tons is expected to generate additional revenues of EUR 26.6 billion between 2024 and 2027. Furthermore, extending toll charges to vehicles over 3.5 tons during the same period is projected to bring in EUR 3.9 billion, with EUR 1.8 billion directly attributable to CO₂-based differentiation³. In the past, revenues from truck tolls covered approximately 90 percent of investments in federal motorways. Following the toll increase, it is now expected that around 80 percent of the total federal transport-infrastructure investments will be funded through toll revenues⁴.

While Germany implemented the revised EU Eurovignette Directive, adopted by the European Parliament in 2022, ahead of the mid-2024 deadline in 2023, not all member states have followed suit as stringently. The European Commission (EC) has initiated infringement proceedings against countries that failed to meet their obligation to turn EU directives into national law on time. As a first step, formal notices were sent to those states that had not reported any corresponding measures in spite of having passed the deadline. A total of 16 countries – including

Belgium, Italy, Poland, and Spain – did not demonstrate full implementation by the deadline of March 25, 2024. With these proceedings, the EC is sending a clear signal about the importance of compliance with EU regulations⁵.

European updated CO₂-based tolls impacting heavy vehicles over 3.5 tons

The new CO₂-based toll system under the Eurovignette, was extended to vehicles over 3.5 tons as per July 2024⁶. This marks a fundamental shift in the way toll fees are calculated. Under the new rules, road charges for trucks travelling on Europe's main motorways will by 2030 mostly move

Highlights in 2024

- Offering our tolling services for vehicles from 3.5 tons in Germany
- Implementation of new EETS services in Slovakia for DKV Box Europe
- Extension of contactless customer toll processes through a new video tolling service in Türkiye and the digital vignette in the Baltics
- Enhancement of more free flow solutions (contactless tolling) in the service countries France and Italy
- Enabling our customers to reduce > 2,300 tons of CO₂ by using "Rolling Road" (ROLA) (2023: > 2,300 tons CO₂)

TOLL

Ambition

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



¹ European Commission (2024): Reducing CO₂ emissions from heavy-duty vehicles. ² Reuters (2024): EU must spend 39 billion euros a year for net zero transport targets, campaign group says. ³ Bundesregierung (2024): Für mehr Klimaschutz im Güterverkehr. ⁴ Institut der deutschen Wirtschaft (2023): Der Lkw bezahlt bald für alle: Mauteinnahmen und Verkehrsinfrastruktur des Bundes. ⁵ European Commission (2024): Kommission leitet Schritte zur Gewährleistung der vollständigen und fristgerechten Umsetzung von EU-Richtlinien ein. ⁶ Bundesministerium für Digitales und Verkehr (2024): Lkw-Maut.

from time-based charges to actual kilometer-based charges. Furthermore, the toll rate now depends on the vehicle's emission class, which is determined by the VECTO rating – the EU's standardized calculation tool for measuring CO₂ emissions, based on manufacturer data. Since January 2019, all new trucks sold in the EU with a total weight exceeding 3.5 tons must have a certified CO₂ and fuel consumption declaration generated by VECTO. Through this, truck specifications, regarding fuel consumption and related CO₂ emissions, will play a crucial role in cost management. The toll system categorizes trucks based on weight and axle count, with five emission classes determining the corresponding charges per kilometer⁷.

To help to determine a vehicle's CO₂ class, DKV Mobility offers its customers the free and fully digitalized "CO₂ Class Check" via the DKV Cockpit customer portal or the DKV Mobility website. DKV Mobility customers using the DKV Box Europe for toll management can handle the entire process seamlessly through the customer portal. DKV Mobility supports the full verification process, ensuring that all data are validated and forwarded to the toll operator. In the reporting year, system adaptations were extended in parallel with the regulatory expansion to include vehicles over 3.5 tons.

Investment in innovative drivetrains as the key to optimizing toll costs and boosting efficiencies

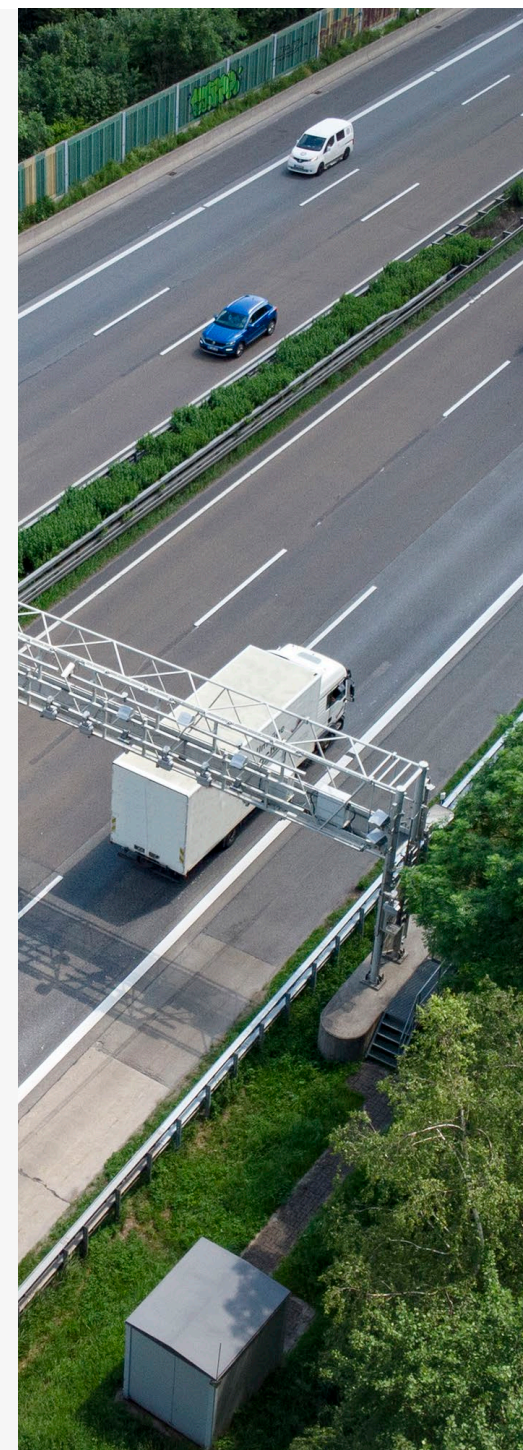
The Directive (EU) 2022/362 aims to promote the adoption of new technologies in freight logistics, moving towards more environmentally friendly solutions: the lower the emissions, the cheaper the toll. This is intended to create an incentive for the use of drivetrains like electric trucks or hydrogen-powered vehicles. In Germany, emission-free vehicles, such as electric trucks and hydrogen-powered trucks, are

exempt from tolls until December 31, 2025. Starting from January 1, 2026, these vehicles will be subject to a toll rate reduced by 75 percent for infrastructure costs, in addition to toll rates for air pollution and noise emissions⁸. Investing in emission-free trucks initially presents a cost burden, but a recent study compiled by the Fraunhofer Institute shows that the costs for these vehicles – particularly for batteries and fuel cells – are expected to decrease faster than previously anticipated. Battery-electric trucks are proving to be the most promising and cost-efficient technology. Forecasts suggest that the costs for battery systems could drop to below EUR 100/kWh by 2040, significantly improving their competitiveness compared to diesel trucks. Fuel-cell trucks could play a complementary role in specialized sectors, especially when hydrogen becomes available in larger quantities. However, continued investment in research and development will still be necessary for this to become a viable option⁹.

Enabling seamless traffic flow and greater sustainability with smart contactless tolling

With DKV Mobility's tailor-made toll solutions, specifically designed to reduce traffic disruptions and emissions, we enable our customers to efficiently optimize their toll payments across Europe. We continuously develop our products, aligned with our customers' needs in mind, compliance with relevant regulations, and in cooperation with our partners. Through supplier refurbishing agreements for the DKV Box Select and DKV Box Europe, we support the circular economy, actively contributing to waste reduction. Through our refurbishment agreement for the DKV Box Select and DKV Box Europe, we refurbish thousands of toll boxes annually, reducing waste. We are committed to extending this circular economy approach to other suppliers.

With the DKV Box Europe, we also offer an efficient solution for toll payments in 14 European countries – all with just one On-Board Unit (OBU). The need for country-specific devices is eliminated, while the OBU, has since 2024 also been covering Slovakia and is now supporting a total of 17 toll services. Its simple plug-and-play installation and its updates via a wireless interface ensure maximum user-friendliness and flexibility. Additionally, our customers benefit from a wide range of national and European toll services. With our service cards or OBUs, they have access to toll roads, bridges, tunnels, ferries, and other toll services in 41 countries. The DKV Box Europe now covers major toll sections in Austria, Belgium, Bulgaria, France, Germany, Hungary, Italy, Poland, Portugal, Slovakia, Spain and Switzerland, as well as key infrastructures such as the Warnow Crossing and Herren Tunnel in Germany, the Liefkenshoek Tunnel in Belgium, the Storebælt Bridge in Denmark, and the Øresund Bridge in Sweden. In the reporting year, we continually worked to provide our customers with more efficient and sustainable toll services. An example of this is the expansion of our contactless toll processes. In Türkiye, we introduced a new video tolling service in collaboration with our partner "ICA." In the Istanbul area, including the Yavuz Sultan Selim Bridge, our customers can now use video tolling. This allows for toll collection without the need for a box or card, as vehicle license plates are captured by cameras and invoiced virtually. Alongside this advanced approach, a digital vignette was introduced in the Baltic States, further simplifying the toll process. In Italy, we were also able to integrate a new free-flow motorway section in Liguria in cooperation with the motorway operator ASTI Cuneo. The toll is calculated for the DKV Box Europe, DKV Box Italia, and DKV Box Italia Fleet/Comfort via toll beacons for the respective OBU. A similar concept was implemented in France:



⁷ AB Volvo (2024): How the updated Euro Vignette directive will impact truck operating costs. ⁸ Bundesregierung (2024): Für mehr Klimaschutz im Güterverkehr. ⁹ Fraunhofer Institut (2024): Emissionsfreie Lkw: Sinkende Kosten ermöglichen schnelle Marktdiffusion.



On the A13-A14 motorway, a 210 km stretch between Paris and Caen, we integrated the service of the motorway operator SANEF. Here too, our customers can pay the toll with the DKV Box TIS PL, DKV Box Select, DKV Box Europe, and the Liber-t Box.

Driving sustainability through intermodal transport with trucks on tracks

Another notable partnership in terms of sustainability is the one with Rail Cargo Operator – Austria GmbH, which is facilitating the “Rolling Road” (Rollende Landstraße; ROLA). ROLA is an innovative intermodal transport system merging roads and rails. With ROLA, entire trucks or trailer trucks can cover major parts of their route in an environmentally friendly way, going on board of a train across Europe. While the drivers enjoy the onboard food and drinks service on the train and comply with mandatory resting times, their trucks keep clocking up the kilometers. Thanks to this accompanied, combined (intermodal) transport, the transit routes of heavy-goods vehicles are less polluting as their emissions are lower. DKV Mobility customers can use the ROLA and pay for their journeys using our service cards. As a result, the emission of approximately 2,300 tons of carbon was avoided in 2024, according to the Rail Cargo Operator – Austria GmbH.

Keeping our commitments

We believe that road toll is perhaps an underestimated lever to accelerate the green-energy transition in road transport. Tolling contributes to maintaining the transport and supply infrastructure and helps to manage and increase the efficiency of Europe-wide road-freight traffic. This is why we will keep looking for new options to support our customers and policymakers with smart tolling services that do not only ensure that toll-billing continues to

be seamless, transparent, and automated, but also have a positive impact on the environment.

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

The business unit Toll holds DIN EN ISO 9001:2015 certification for quality management. The Toll department has been certified since 2012. The last surveillance audit was conducted in July 2024 by “TÜV Rheinland” as the inspection agency, with the certificate (reg. no. 01 100 0100607) being valid until November 17, 2026. Furthermore, our subsidiary “Easytrip,” which was acquired in 2023, also holds DIN EN ISO 9001:2015 certification as of 2019, with the certificate (reg. no. IE-19.7231) being valid until February 4, 2025. A recertification audit is scheduled for January 2025. Based on the number of active employees, approximately 57 percent of DKV Mobility Group’s operational sites¹⁰ were covered by external DIN EN ISO 9001:2015 certification in the reporting period. The Toll business unit as well as Easytrip are committed to maintaining their certifications and to continuously further improving quality standards.

¹⁰ We define an operational site as a location where integral functions of the business are performed more or less independently from the headquarters’ activities. We define integral functions as the operational site’s own operational-business activities, such as product management, core operations, and central services. It is reasonable for these operational sites to get their own location-specific ISO certifications, such as the ISO/IEC 27001 (Information Security Management System), as they do not benefit from the shared central processes and services of the headquarters. On the other hand, integral functions of the sales units are steered and managed centrally by the headquarters’ operations, and the headquarters’ certification management systems thus cover the activities of the sales units.

The power of digitalization in mobility and transport

Digitalization as a powerful enabler for driving decarbonization in the road transport sector

Digital technologies can play a significant role in achieving climate goals. According to a study conducted by Bitkom in 2024, digital technologies could help save between 43 and 80 million tons of CO₂ in Germany alone, which corresponds to 14 to 26 percent of the country's overall decarbonization target for 2030².

Looking at the mobility sector, key opportunities lie in a digital transportation network and optimizations through sensors, GPS data connectivity, and intelligent real-time traffic management, for instance traffic light control and route planning. Smart logistics processes that avoid empty truck runs and optimize freight routes could also serve as significant decarbonization levers. According to the European Commission, heavy-duty vehicles³ (HDVs) are responsible for more than a quarter of greenhouse gas (GHG) emissions from road transports in the EU, and for over six percent of total EU GHG emissions. Empty truck runs increase GHG emissions due to unnecessary fuel consumption and trips without cargo. Reducing these empty runs is crucial for lowering heavy-duty goods transport-related GHG emissions⁴. A 2023 study compiled by the nonprofit logistics association "BVL" (Bundesvereinigung Logistik e. V.) highlights the fact that the logistics industry sees, in addition to alternative drive technologies, tour-planning optimization and resource efficiency as being among the key levers for decarbonization⁵. In 2023, the share of empty runs in Germany's road-freight transports was around 37.8 percent, with commercial road-freight transports being slightly lower at about 37.7 percent⁶.

On the legislative front, several new regulations came into effect in 2024 aimed at increasing digitalization and efficiency across the European transport sector. These include new requirements for the use of novel generation-II smart tachographs with improved data-storage capabilities and connectivity, as well as the eFTI regulation, which mandates the integration of electronic freight transport information into the transport process⁷. These developments emphasize the industry's efforts to unlock efficiency potential through digitalization and, at the same time, address the challenges of climate protection and decarbonization.

Empowering our customers with smart digital solutions, helping to establish more sustainable processes

At DKV Mobility, we are convinced that digitalizing fleet and transport management – by leveraging actionable data – unlocks immense efficiency gains and positively impacts the decarbonization efforts in supply chains. Therefore, we offer a comprehensive portfolio of digital solutions and online services via our digital customer portal, DKV Cockpit, and the DKV Mobility App. In addition, "DKV LIVE," paves the way to telematics-supported fleet management, including GPS tracking, route planning, digital tachograph downloads, and fleet and engine data. Our entity "LIS" offers the transport-management software "WinSpeed," designed for effective logistics, forwarding, and shipping management, including a feature for CO₂e⁸ emissions calculation across HDV transport routes. Furthermore, our entity "InNuce" is a specialized provider of fleet management software. InNuce's core product is "FleetScape IP," a fully cloud-based fleet-manage-

ment software that offers a digital vehicle file, claims management, reporting, driver management, cost management, and a vehicle configurator.

Highlights in 2024

- Launch of a new application "DKV Maps" to simplify the identification and selection of DKV service stations, including EV charge points
- Optimization of electric vehicle (EV) features in the customer portal "DKV Cockpit" and the DKV Mobility App for fleet managers – for instance, an enhanced @home reimbursement¹ process, including drivers' energy contract management
- Optimization of EV features in the DKV Cockpit and the DKV Mobility App for drivers – for instance, charging status updates via app push message and mileage entry
- Continuous efforts to enhance functionality and data quality in our "DKV Analytics" product, enabling our customers to analyze and optimize transactions and costs
- Further digitalization of manual and paper-based processes through our DKV Mobility web shop and DKV Cockpit, such as customer onboarding and reordering of service cards and toll units

DIGITAL SOLUTIONS

Ambition

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



¹ The DKV @home reimbursement process offers DKV customer employees a streamlined method to claim expenses for electricity used to charge company vehicles at home. This procedure includes the installation of a DKV-provided charge point, rigorous data capture of charging sessions, and a compliant mechanism for calculating reimbursements. Safeguards are in place to ensure accuracy and tax compliance, with regular auditing to uphold data integrity and contribute to the company's sustainability objectives. ² Bitkom (2024): *Klimaeffekte der Digitalisierung 2.0. Studie zur Abschätzung des Beitrags digitaler Technologien zum Klimaschutz in Deutschland*. ³ Lorries (with a technically permissible maximum laden mass over 3.5 tons), buses, and coaches. ⁴ European Commission (2024): *Reducing CO₂ emissions from heavy-duty vehicles*. ⁵ Bundesvereinigung Logistik e. V. (BVL) (2023): *Triple Transformation. Digitalisierung, Nachhaltigkeit und Resilienz als Leitlinien zukunftsfähiger Wertschöpfungsketten*. ⁶ Statista (2024): *Anteil der Leerfahrten im Straßengüterverkehr in Deutschland von 2019 bis 2023*. ⁷ Trans.INFO (2024): *Anpassungen im EU-Recht: Das ändert sich 2024 in der Logistikbranche*. ⁸ The e in CO₂e stands for "equivalent" and is a standard unit used to measure the impact of the seven main greenhouse gases and groups of gases.

Supporting the EV transition with new digital features

In 2024, we continued increasing the usage frequency on our digital platforms, with DKV Mobility App usage rising by 41 percent and DKV Cockpit engagement growing by six percent against the 2023 levels. This growth is driven by both higher adoption rates among the existing customer base and the acquisition of new customers. Factors that contributed to the growth rates included enhanced usability and value-added features, particularly the latest innovations for EV fleet customers.

In the reporting year, our DKV Maps services underwent expansion, particularly regarding charge-point integration. With the DKV Maps application, our customers can now not only locate fuel-service stations and vehicle-service stations but also access DKV Mobility's extensive network of public and semi-public charge points across Europe by using the Point-of-Interest quick-filter option. The DKV Maps application provides detailed information about each location, including available services and facilities for both, commercial fleets and individual drivers. In the area of EV charge points, DKV Maps offers comprehensive details on charger types and power. Alongside new functionalities, enhancements were also made to the DKV Maps menu navigation to improve user-friendliness and responsiveness across all devices. The optimized DKV Maps application serves as the foundation for all geo-related functions utilized in DKV Mobility's digital customer portal, the so-called "DKV Cockpit." Notable innovations were also introduced within the DKV Cockpit regarding EV fleet management: Since the reporting year, fleet managers have been able to perform several actions with ease: restart charging stations with a single click, unlock charging cables, and filter charging locations by charging type (AC/DC⁹), manufacturer, and hardware plug type.

Additionally, our EV-related services have been expanded in our DKV Mobility App. Within the @road segment, our charging infrastructure has been extended beyond passenger vehicles to also include trucks. Electric truck drivers can now use the filter function to select the "CCS Truck" filter, allowing them to identify truck-compatible charging stations for their vehicles. The eTruck charging station feature within the app provides drivers with access to a comprehensive charging network for electric trucks all over Europe. Furthermore, two labels differentiate between "eTruck-suitable" and "eTruck only" stations. "eTruck-suitable" locations offer sufficient space for trucks with trailers in addition to passenger vehicles, while "eTruck only" stations are specifically designed for electric trucks, typically located behind restricted access gates allowing entry exclusively for trucks. Drivers can now also make entries regarding their mileage while charging via the app – a feature previously only available during filling-station refueling. This enhancement comes with multiple benefits, for instance, live status updates, monitoring of monthly usage rates, and optimized fleet vehicle allocation in the context of leasing evaluations or fraud prevention.

Within the @home segment, the DKV Mobility App now offers improved home-charging solutions, particularly for "Compleo" and "KEBA" wallboxes. Fleet drivers can directly manage their sessions when charging at home via the app, including starting and stopping charging, unlocking charging cables, and initiating wallbox restarts with a single click. Another key service enhancement is the introduction of home electricity reimbursement. Since the reporting year, customers can upload new electricity contracts directly via the app, triggering an automated approval process. This feature streamlines workflows for fleet managers, offering increased transparency, reduced administrative effort, and simplified approval procedures. These new features are designed to make charging at home more user-friendly.

Enabling CO₂ transparency for our customers

With the extension of the CO₂-based Eurovignette toll system to vehicles over 3.5 tons in July 2024, toll fees are increasingly shifting from time-based to kilometer-based charges. Rates now depend on a truck's emission class, determined by the so-called VECTO rating. To simplify classification, DKV Mobility implemented a free-of-charge, fully digital "CO₂ Class Check" via the DKV Cockpit and website in 2023. In the reporting year, the existing tool was expanded to include the classification of 3.5-ton vehicles in line with the European regulatory adjustments. For further information on CO₂-based tolling, please refer to the Tolling section in this chapter of the report (p. 29).

Transparency in CO₂ emissions management and reporting is becoming increasingly important. Companies are setting climate targets, such as science-based targets, and striving to gain a comprehensive understanding of their upstream, own operations and downstream GHG emissions. Additionally, EU regulations are progressively requiring businesses to report on the environmental and social impacts of their operations, including disclosure of their logistics and transport-related carbon footprints. To support our customers, helped by our digital solutions, we took preparatory measures in the reporting year to establish a reliable foundation for utilizing our customers' fleet's DKV transactions and translating them into CO₂e emissions across the entire product life cycle (Well-to-Wheel). This ensures that our customers can access accurate and actionable CO₂e emissions data for recording, analyzing, and documenting their DKV transaction-related fleet emissions for the calendar year of 2024, from the beginning of 2025 onwards. For further information, see the section "Alternative fuels" in this chapter (page 26).

Automating customer processes for greater efficiency and sustainability

After the introduction of the ePIN, replacing postal PIN deliveries, we have been continuously striving to further digitalize our customer processes and to enhance efficiency potentials in our core business operations, ultimately leading to CO₂ savings. For instance, in the Italian toll sector, a new digital admission process has been implemented via DocuSign. Following a successful pilot phase with our subsidiary in Italy, the process has, since the reporting year, been available to all DKV Mobility branches. Interested customers can complete all necessary membership documents and upload required files (for example, trade register excerpts, transport licenses, IDs) directly via DocuSign and sign digitally.

Keeping our commitments

At DKV Mobility, we serve a large digital customer community with more than 114,000 monthly active DKV Cockpit users and 264,000 monthly active app users as per December 2024. It is our objective to become a one-stop shop to meet the digital needs of our customers, helping them manage their costs, monitor their vehicles, making EV charging as simple as possible, and providing them with the necessary tool set to identify and manage the efficiency of their fleet.

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

⁹ In the e-mobility context, AC (alternating current) charging is slower and typically used for home or workplace charging, while DC (direct current) charging is faster and mainly found at public fast-charging stations.

Social

To be a great place to work

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

Employee well-being	35
Diversity, equity, and inclusion	40
Corporate citizenship	42



Employee well-being

Embracing technology to shape the working world of today and tomorrow

In light of current geopolitical and societal developments, Human Resources (HR) is evolving to become a pivotal force for change within organizations. HR is tasked with addressing the challenges of the modern working world while providing space for discussions on understanding the needs and expectations of different generations, embracing technological change, and actively contributing to a sustainable future. According to the German Association for Human Resource Management's Future Study 2024¹, the integration of HR, IT, and core business operations fosters synergies that have the potential to increase efficiency and drive innovation. Data-driven decision-making, automation, and artificial intelligence (AI) are instrumental in boosting efficiency, while adherence to new regulations steers digital transformation. Employee satisfaction has become a priority, with customized development programs, advocating for a diverse learning culture that prepares employees for future challenges, gaining prominence.

In addition to the developments outlined above, AI is having a growing impact on HR management and daily work processes illustrated by an increased degree of automation and use of artificial intelligence. This trend entails both challenges and opportunities. Opportunities include automation of administrative tasks such as talent-acquisition management and personnel administration as well as the use of AI to optimize HR processes. Despite the clear advantages in terms of increased efficiency and potential cost savings, there are also risks,

particularly regarding possible job losses and the need for the responsible use of technology. A learning culture focused on upskilling and reskilling of employees, through methods like training sessions, social and peer learning, and coaching², is an important prerequisite to harness data and technology to shape the labor world of today and tomorrow. In 2019, Oracle and Future Workplace conducted a survey³ involving 8,370 managers, HR directors, and employees across ten countries, revealing that 76 percent of the employees surveyed feel insecure due to the rapid advancement of technological developments. The ability to adapt to and competently use new technologies will be critical for employees to thrive and survive in the rapidly evolving workplace of the future³. The vast majority desires upskilling programs to enhance their competence in handling AI. Under the leadership and involvement of HR, the fear of being replaced by AI must be alleviated by showing employees how to use AI effectively, helping them to recognize its value, and thus reducing their worries⁴.

Advancing as a modern and attractive employer

At DKV Mobility, our employees shape our company through their commitment, knowledge, and skills and are largely responsible for our long-term success. Our aim is to be a modern and attractive employer that attracts, develops, and retains the best talent for DKV Mobility so as to grow successfully. We offer our employees flexible working models and attractive remuneration, and enable them to develop continuously. In the following sections, we highlight the progress made

in the reporting year and share some key initiatives to drive engagement and to attract, develop, and retain our employees.

Highlights in 2024

- Our 2024 Great Place to Work® (GPTW) survey measured an 85% response rate, our engagement score remained on a high level and was measured at 85% (86% engagement score in 2023 measured by our Group Pulse Check)
- GPTW certified us in 12 countries, underscoring our international commitment to creating a great workplace for everyone
- For the sixth time in a row, we were recognized as a Top Employer in Germany and for the second time as being among the Top 15 Employers to work for in Germany
- We were recognized as a Top Employer in Romania for the second time
- Our leadership approach was recognized by the prestigious St. Gallen Leadership Award

EMPLOYEE WELL-BEING

Ambition

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



Impact target 2025

Ensure the employee engagement score remains at or above 85 percent

¹ Zukunftsinstitut GmbH (2024): Die HR-Zukunftsstudie; 12 Trends für das Personalmanagement. Download der HR-Zukunftsstudie 2024 - DGFP ² Kienbaum Consultants International GmbH (2024): HR zwischen Effizienzdruck, Talentmangel und KI. ³ East African Journal of Information Technology (2024): Volume 7, Issue 1, Artificial Intelligence and Employee Well-Being: Balancing Technological Progressions with Human-Centric Workplace Strategies, a Research Agenda. ⁴ Personalwirtschaft (2023): Wie viel Angst haben Mitarbeitende vor der KI? Sehen Beschäftigte den rasanten Anstieg von Künstlicher Intelligenz mit Sorge oder Optimismus? Eine weltweite Studie gibt Aufschluss.

Delivering on our commitment to being a “great place to work”

An engaged workforce is critical for us to be able to live up to our purpose of delivering on our “NEXT” strategy, and to ensure the success of our business. It is our aim to keep our employee engagement score⁵ at or above 85 percent by 2025 (2024: 85 percent).

We involve our employees in actively shaping their work environment by continuously evaluating our progress on engagement with a Great Place to Work® (GPTW) survey every two years and a Group Pulse Check in the intervening years. A Pulse Check is a short set of questions sent to employees on a regular basis. The goal of the Group Pulse Check is to continuously gather feedback and measure sentiment within the organization. Both the GPTW survey and the Group Pulse Check measure the employee engagement score as one of the main indicators. In June 2024, for 2.5 weeks, we evaluated the state of our workplace by means of a GPTW survey with a response rate of 85 percent (2022: 87 percent). Our employee engagement score⁶ of 85 percent (2023: 86 percent) and the commitment score⁷ of 75 percent (2022: 72 percent) have remained on high levels, reflecting our positive work environment and bond to the company. DKV Mobility Group achieved its highest-ever GPTW rating, with 83 percent of the survey participants indicating that: “Overall, this is a great place to work,” representing a ten-percentage point increase compared to 2022 levels. Based on the GPTW employee feedback received, targeted discussions between leaders and employees were facilitated by HR in 2024. The feedback was used to reflect, identify improvements, and further expand on everything that is already going well.

Our efforts regarding employee satisfaction are also reflected by our track record of being recognized as an attractive employer. In 2024, DKV Mobility received the GPTW certification in twelve countries: Germany, France, Romania, Austria, Hungary, Ireland, Czechia, Italy, Lithuania, Poland, Slovenia, and Türkiye.

For the sixth time in a row, we were certified as a Top Employer in Germany by the Top Employers’ Institute and were, for the second time, listed among the Top 15 Employers to work for in Germany. In addition, our entity in Romania earned the Top Employers’ Institute’s certification seal for the second time. The Top Employers’ Institute recognizes organizations for being trustworthy employers offering outstanding labor conditions to their employees.



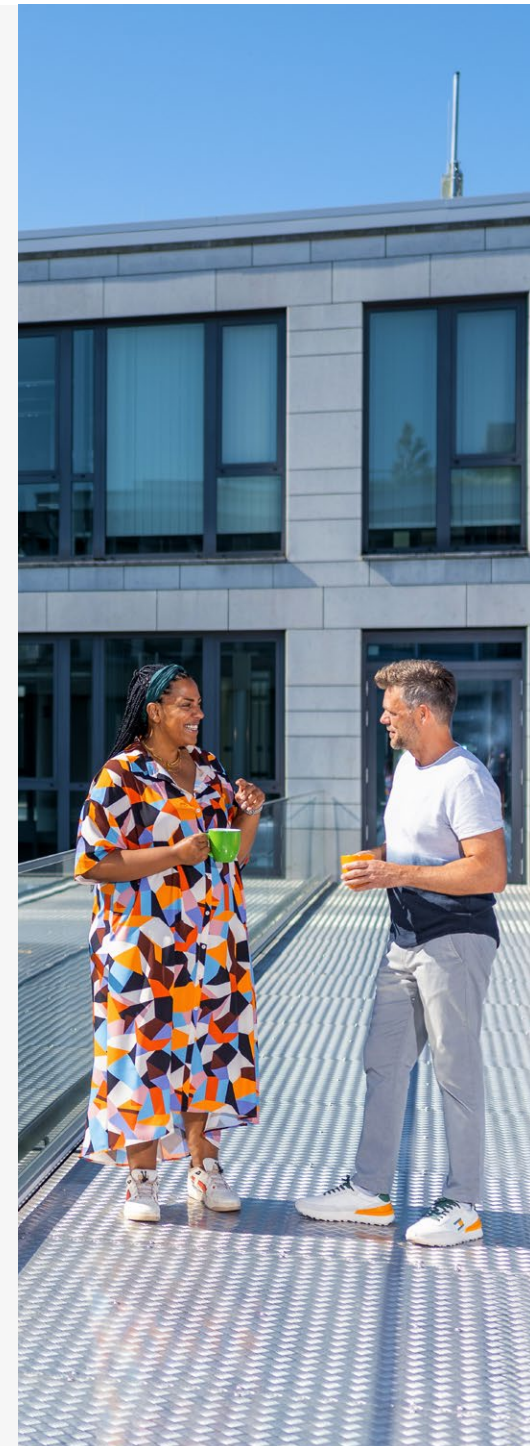
Exploring leadership

Our four Leadership Principles – Create Clarity, Unleash Energy, Passion for People, and Deliver Results – encapsulate the essence of our leadership philosophy, create a shared understanding of leadership, provide guidance, and help us to lead our company into the future and reinforce our corporate culture. The leadership principles are deeply embedded in our HR processes and systems and play a key role in hiring decisions, performance management, and in our GPTW survey. Moreover, they are a guidance for recruitment and promotion decisions and serve as a framework for our leadership development programs, such as the Group-wide “Accelerate Leadership Program.” This program aims to strengthen the skills of our managers. In 2024, 90 managers took part in it (2023: 99).

In 2024, our leadership approach was recognized as one of the top-ten leadership initiatives in the German-speaking region as part of the prestigious St. Gallen Leadership Award.

The Leadership Principles are also integrated into our annual “DRIVE” development dialogs. We rely on regular development dialogs, an open feedback culture, and individual development planning to promote the targeted development of our employees. Our standardized and fully digitalized “DRIVE” process includes the annual assessment of performance, development, and potential. It is built on role-based competencies and goals agreed upon by managers and employees. In addition, individual training measures and possible career steps are discussed during the process. In 2024, around 1,700⁸ (2023: 1,500) DRIVE Development Dialogs were conducted, corresponding to a Group-wide participation rate of 96 percent (2023: 97 percent). Two⁹ new entities were integrated into the DRIVE process in 2024.

⁵ Gallup’s technical term for being “engaged” is that employees are highly involved in, and enthusiastic about, their work and workplace. They are psychological “owners,” drive performance and innovation, and move the organization forward. ⁶ The engagement score is the average percentage of positive responses to employee-engagement questions in the scope of GPTW surveys and Group Pulse Checks conducted at DKV Mobility. ⁷ The commitment score measures employees’ dedication and emotional attachment to DKV Mobility. ⁸ The 2024 figures refer to employees at DKV Mobility Group – without DKV Mobility LIVE GmbH, SV Transportservice GmbH, Road Solution PRO, S.L., Andamur Europe S.A., Pro RS Portugal, Lda., LIS Logistische Informationssysteme GmbH, LIS B.V., LIS France SAS, LIS Logistische Informationssysteme Iberia, S.L.U., LIS Scandinavia ApS, and Easytrip Services Ireland Limited ⁹ Tax Refund S.R.L., Smart Diesel S.R.L.



Elevating personal development and skills with new learning offers

Our learning culture is based on the belief that everyone can grow and develop. With their expertise, our employees are the engine for our success. This allows us to remain innovative and adapt flexibly to challenges. In 2024, we redesigned and expanded our learning offer. Our learning offer includes numerous measures that allow employees to take their development into their own hands. However, a big part of our learning happens informally – through our daily work, new roles, tasks, and projects, as well as through feedback and exchanges with others. We are constantly expanding our horizons.

Referring to the introductory paragraph, in 2024, for example, we have been launching an “AI Upskilling” initiative. We are aiming to strengthen our employees’ future skills in dealing with AI, including tools such as Microsoft Copilot, which is an AI-powered assistant designed to provide support across diverse tasks and applications. Various training sessions and formats were offered throughout 2024 with more than 400 employees being trained on Microsoft Copilot to effectively utilize the technology in their day-to-day work. For 2025, it is planned that all our employees will gradually receive a Copilot license together with AI training sessions. In 2024 an AI Code of Conduct was established to ensure proper and ethical use of AI, which is scheduled to be published in 2025.

In addition, in 2024 we offered access to digital learning platforms such as LinkedIn Learning and Udemy. The learning offer also included our new “MentorMe” program, which promotes learning across generations, positions, and countries. The format offers employees the chance to learn new things and exchange experiences in tandems for 12 months. Besides, we offered “Who knows, teaches!” sessions, in which employees systematically pass on their knowledge to colleagues, including a session on the topic of financials at DKV Mobility with our CFO where over 500 employees attended. 788 colleagues participated in “Who knows, teaches!” sessions in 2024.

The international talent program “Front Runners” was already carried out for the fourth time and supports employees with particularly high potential for further tasks. The 12 participants of the program in 2024 came from five different countries and there was a 50 percent share of women. The GROW project-management program, which promotes project-management skills, was conducted for the fourth time in 2024.



Youth learning

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

	2024	2023	2022
Total number of trainees ¹⁰	61	38	28
Vocational training	23	10	9
■ of which female	2	7	3
■ of which male	21	3	6
Dual course studies	38	28	19
■ of which female	16	14	11
■ of which male	22	14	8
Trainee ratio ¹¹	5%	4%	4%
Retention rate after completion of training	100%	100%	100%

In September, DKV Mobility’s third-year trainees and students had the opportunity of gaining new experiences and learning about international work processes during a two-week stay at the Shared Service Center in Romania.

Shaping the future of work

The job market has changed a lot in recent years, and the demands employers are faced with are changing as well. It is therefore essential for us that DKV Mobility continues to develop. This includes, above all, the way we work and how our office spaces and work environment can support us in this. At DKV Mobility, our aspiration is to measure performance by results and not by presence. Since 2020, we have been continuously developing our holistic “Next Work” concept to shape the future of work. It serves as a framework for our hybrid work model and influences the design of our offices to provide employees with the best possible support for collaboration, innovation, and social interaction. This is why we have been promoting flexible working models for years. Based on a culture of trust, part-time work, flexible working hours, new workplace concepts, and hybrid and mobile work in Germany and other European countries, these models are a matter of course for us. Our hybrid working policy was rolled out across the Group in 2024. By including flexible working models and hybrid work, we support our employees in reconciling their private and professional lives as much as possible. For instance, we extended our “Unpaid Leave” concept for Germany in 2024 to further increase the flexibility of working hours. This allows our employees to take unpaid leave according to their individual needs and underlines our commitment to the promotion of an inspiring workplace culture. During the schools’ summer break of 2024, our initiative for childcare was offered, built on the previous years’ positive responses, designed for the children of employees, organized at the headquarters in Germany. In collaboration with “Kinderhut,” we created a diverse and extensive holiday program. The initiative was well received, and our plan is to organize and offer a comparable program again in 2025.

¹⁰ 2022: Trainees from the years 2020 to 2022 plus five trainees from the 2019 “Trainee on the Job” program. 2023: Trainees from the years 2021 to 2023 plus four trainees from the 2020 “Trainee on the Job” programme. 2024: Trainees from the years 2022 to 2024 plus eight trainees from the 2021 “Trainee on the Job” program. ¹¹ Share of total workforce at the headquarters in Germany and at LIS in Germany.

Fostering employee health, safety, and well-being with a focus on mental health

In 2024, a challenge for employers remained to ensure the well-being of their employees. According to a report by the German Federal Institute for Occupational Safety and Health (BAuA)¹², well-designed labor conditions can help to strengthen and maintain the mental health and motivation of employees. Mental disorders are among the most common causes of incapacity for work, and one of the key factors negatively impacting employees' well-being is the ability to mentally detach from work. Corporate health management is increasingly understood as a holistic approach that positively impacts employee well-being, employer attractiveness, and employee retention. Promoting physical and mental health is not an additional benefit from employers but a necessity to ensure employee satisfaction and thus productive work¹³. Therefore, at DKV Mobility we do not see this topic as an addition but as a cross-cutting issue that we aim to firmly anchor in daily work routines.

The growing interest in our mental-health offers has shown us that the topic is gaining attention and importance across our workforce. In 2024, we therefore extended our offers with new initiatives, such as a virtual podcast tour at our headquarters in Germany and Group-wide workshops on ADHD and resilience to raise awareness about mental illnesses. The "2024 Mental Health Week" can be considered a success, as over 250 employees took part. Furthermore, at the headquarters in Germany, a Mind & Soul area was opened in February 2024, as a place for relaxation and inspiration, where employees could take a short break, gather thoughts, or simply have fun. During lunch breaks, 30-minute Stretch & Refresh sessions were offered, which were attended by around 250 employees. We also offered our employees at the headquarters in Germany the opportunity to participate in a company run, skin-cancer screenings, eye examinations, and flu vaccinations. In Romania, an employee well-being calendar was launched in 2024, featuring monthly activities such as sports events, healthy eating initiatives, and blood donation.

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

01 Occupational safety

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

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

This pillar consists of preventive measures such as free preventive medical examinations, sports facilities, coaching and training events on physical and mental health. Overall, a range of up to 140 e-learning courses is offered on our digital learning platform "we@DKV" on topics such as behavior in case of emergencies and fire, handling hazardous substances, or hygiene.

03 Occupational integration management

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

In 2024, we recorded 14 occupational accidents among our employees at the headquarters in Germany (2023: seven occupational accidents). That year, there were again no fatal occupational accidents involving any employee at our headquarters. Out of the 14 reported occupational accidents, only two required medical attention and none can be classified as severe, i.e., not resulting in significant injuries or harm. The number of days lost to work related illness¹⁴ was at 33 (2023: 33). Experience shows that most workplace accidents can be prevented by proper conduct. We trained our employees in the fields of occupational health and safety, actively engaging them in our efforts at the headquarters in Germany. The participation rate in our mandatory occupational safety training was at 93 percent in 2024 (2023: 88 percent). In addition, five training sessions for first-aid assistants as well as for fire-protection assistants were held at the headquarters in Germany.



¹² Federal Institute for Occupational Safety and Health (Bundesanstalt für Arbeitsschutz und Arbeitsmedizin; BAuA) (2023): *Mentale Erholung von der Arbeit: Abschalten lernen*. ¹³ Bundesministerium für Gesundheit (2022): *Psychische Gesundheit am Arbeitsplatz (Psychische Gesundheit am Arbeitsplatz | gesund.bund.de)* ¹⁴ The number of days lost to work-related illness refers to the total calendar days employees are unable to work due to reportable accidents. In Germany, these accidents are covered by the "Berufsgenossenschaft (BG)," the statutory accident insurance for workers.



Pursuing ongoing, constructive dialog

Fundamentally, the right to freedom of association and collective bargaining is the cornerstone of a productive social partnership between an employer and its employees. DKV Mobility Group considers this principle essential to its HR policy and overall business success. Since 2022, DKV Mobility has been implementing a “Human Rights Policy” that commits the company to respecting fundamental labor rights and fostering constructive employee relations.

We place great importance on acting responsibly towards our employees. In many countries where DKV Mobility Group operates, national labor laws (based on the fundamental rights of freedom of association and collective bargaining) mandate that employee interests be represented by established bodies such as trade unions and works councils. We welcome and support initiatives in this field and appreciate the opportunity to shape employee labor conditions through a dialog with employee representatives. Based on the feedback collected in 2024, we believe that our relationship with our employees, as well as with unions and works councils, is positive.

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

agreements with these local works councils on topics that are subject to co-determination, in accordance with the respective country’s statutory law (for instance, the Works Constitution Act in Germany). These agreements generally set out collective bargaining conditions and frameworks relating to, for example, remuneration, working hours, vacation policies, health and safety, company pension schemes, social service institutions, travel policies, and training.

Apart from Germany, we apply collective bargaining agreements at the subsidiaries of DKV Mobility in France, at VAT Services, at Smart Diesel, and at SV Transportservice. There are works councils at our subsidiaries in France and Italy, and at REMOBIS (Netherlands), as well as at Smart Diesel (Romania), which hold works-council meetings once a quarter. In 2024, a new works council in Poland was established.

- Approximately 46 percent of DKV Mobility Group’s workforce is covered by collective bargaining agreements.
- Approximately 60 percent of the total workforce across the Group is covered by formal collective agreements on labor conditions and terms of employment.
- Approximately 57 percent of the total workforce across the Group is covered by formally elected employee representatives.

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

Keeping our commitments

In 2025, we will keep our focus on delivering our HR strategy and on continuing to improve recruiting and onboarding processes, as well as upskilling – especially in the fields tech, AI and digital, career-building, and leadership development. We are investing in and rolling out initiatives that improve employee engagement and empower our employees. We want to create an environment where employees feel valued and appreciated and where they can see a future for themselves within the organization. We are aiming to comply with internationally recognized social and labor standards, and we want to further strengthen our employer brand through attractive labor conditions and new ways of working. A high level of engagement, individual employee learning and development, healthy workspaces, and trust-based cooperation with employee representatives lay the foundation for this.

Diversity, equity, and inclusion

Embracing and activating diversity, equity, and inclusion (DE&I) for a thriving future

In today's rapidly evolving world, embracing diversity is not just a moral imperative but a strategic advantage that can drive innovation and foster a more inclusive and dynamic workplace¹. At the same time, the shortage of skilled workers is increasing. Due to demographic changes, the average age of employees is rising, and the proportion of the working population is decreasing. Furthermore, the latest development shows that the proportion of working women is increasing but is still lower than that of men. According to the German Federal Statistical Office² 49.9 percent of working women in Germany were employed part-time in 2023, compared to only 13.3 percent of men². For 41 percent of employed women, personal or family obligations were the reason for part-time employment, while for men, this proportion was only 11 percent³. These developments show that a proactive diversity, equity, and inclusion (DE&I) strategy is needed to counteract the outlined labor shortage. Strengthening diversity within a company is an opportunity to enhance innovation and competitiveness while simultaneously creating an enriching work environment for employees. However, DE&I management also brings challenges as it requires an inclusive corporate culture where differences are respected and valued⁴.

Delivering on our commitments

As a signatory of the "Charta der Vielfalt"⁵ (Diversity Charter), we strive to promote diversity in every form and to create a company where everyone feels welcome and valued so that they can contribute in the best possible way.

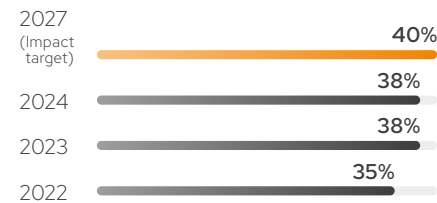
Our more than 2,500 employees have 68 different nationalities and an average age of 39.6 years. At DKV Mobility, we believe that fostering DE&I is fundamental to our corporate culture and strategic vision. Our commitment to DE&I drives us to build diverse teams that excel in performance, innovation, and productivity. By embracing a wide range of perspectives and backgrounds, we enhance our ability to connect with professionals from various cultures and social groups, which is essential for our organization's success. We recognize that a strong sense of belonging is crucial for maintaining high levels of commitment and attracting top talent. Therefore, we are dedicated to addressing all dimensions of DE&I, including gender, LGBTIQ+, disabilities, generations, and origin, with a particular focus on advancing gender diversity across our organization. In the 2024 GPTW employee survey (for further details, please see the chapter "Employee well-being"), DKV Mobility received an "Excellence" rating (meaning > 75 percent approval) on the following four diversity-related statements: People are treated fairly regardless of their gender (94 percent), age (88 percent), race (96 percent), and sexual orientation (97 percent).

Promoting gender quality, and empowering female leaders

With 49 percent of women and 51 percent of men across all employees in 2024, DKV Mobility is overall a gender-balanced organization. After achieving a jump in 2023 towards our commitment to promote the employment of women in management positions, our female leaders were able to establish themselves in their roles, maintaining the quota at

this level. In 2024, our share of female managers⁶ stayed at 38 percent (2023: 38 percent). By 2027, we aim to ensure that women account for a share of 40 percent of all managers.

Ensure females account for a share of 40% of all managers



Highlights in 2024

- Women hold 38% of management positions (38% in 2023)
- Unconscious bias trainings with a total of 146 participants (114 in 2023)
- Additional equal pay analyses based on newly introduced job grades for employees in Italy and Czechia⁷
- Great Place to Work® (GPTW) "Excellence" rating (meaning highest possible category "excellent") on diversity-related statements

DIVERSITY, EQUITY, AND INCLUSION

Ambition

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



Impact target 2027

Ensure females account for a share of 50 percent of all employees and 40 percent of all managers

¹ Michael Cavan (2023): Breaking Barriers: How to Overcome Stereotypes and Foster Inclusive Thinking. ² Statistisches Bundesamt (Destatis) (2023): Gleichstellungsindikatoren, Teilzeitquote nach Geschlecht in der Altersgruppe 15 Jahre und älter. ³ Charta der Vielfalt e. V. (2024): Factbook Diversity 2024, Positionen, Zahlen, Argumente. ⁴ Artus (2024): Diversity im Unternehmen: Ein Gewinn für alle Beteiligten. (Diversity im Unternehmen: Ein Gewinn für alle Beteiligten - ARTUS) ⁵ DKV Mobility has been a signatory since 2022. The initiative aims to promote the recognition, appreciation, and integration of diversity into Germany's business culture – regardless of gender, nationality, ethnic origin, religion or belief, disability, age, sexual orientation, or identity. With 6,000 companies and organizations that signed the Diversity Charter, it is Germany's biggest employer initiative supporting diversity within organizations. ⁶ Please refer to the accounting principles on p. 65 for more information on how "Managers" is defined. ⁷ We already conducted an internal equal pay analysis for our headquarters in Germany, our Shared Service Center in Romania, and at our subsidiaries GreenFlux, Remobis, ATS, and ACF based on job grades in 2023.

To further advance gender equality, we are enhancing and broadening our initiatives throughout the entire employment life cycle, from recruitment and development to the retention of our employees. For example, we aim to achieve gender parity in our recruitment process, e.g., through reviewing gender ratios in applications. Additionally, we continued to offer all positions at our headquarters in Germany on both a full-time and part-time basis.

We recognize that role models are a crucial factor to inspire women's career advancement. We therefore strengthened our efforts towards gender equality in 2024 by offering role model and coaching sessions on International Women's Day. Over 140 employees participated in these sessions. In February, our entity Road Solution PRO (RSP) hosted the second International Women and Transport Sector Forum in Spain. The event aimed to promote gender equality and the visibility of women in the road transport sector. The program included a keynote on the role of women in the industry, followed by three roundtable discussions on diversity, equality, and challenges. The WOW (Women on the Way) initiative was introduced in 2024, serving as an umbrella for all actions, projects, and activities aimed at increasing the visibility and empowerment of women in the transport sector. WOW promotes gender equality and diversity in the transportation industry. It organizes events to highlight women's roles, such as drivers and fleet managers, aiming to increase their visibility and success in this male-dominated field.

Levelling the playing field for equal pay

DKV Mobility applies uniform standards to ensure that employees are fairly compensated. We attach great importance to equal pay for men and women in similar roles with similar experience and to informing our employees transparently about the overall structure of their compensation. To manage the adjusted gender pay gap⁷, we conducted an internal

equal pay analysis at several entities in 2023. In the reporting year, we carried out additional equal pay analyses based on newly introduced job grades in Italy and Czechia. Job grading is the foundation for gender pay analysis as it defines equal work (Art. 4 EU Pay Transparency Directive). Job grading is rolled out step by step across DKV Mobility Group's entities. Building on these pay analyses, our HR department makes proposals on pay adjustments to be implemented, which are regulated in our Group-wide "Merit Review Guideline." The guideline governs the principles of the annual merit-review cycle for exempt and non-exempt employees and also defines that employees on maternity/parental leave are eligible for salary increases to protect them from pay discrimination. Our measures for fair and equal pay are continuously refined, for example, through additional internal equal pay analyses across our businesses. We aim at conducting equal pay analyses Group-wide in the future and to use the results to prevent pay discrimination.

Celebrating diversity and reducing obstacles

At DKV Mobility, we place great importance on ensuring that every employee feels welcome and comfortable. Therefore, we strengthen the concept of DE&I within our company. For example, in June 2024, we celebrated Pride Month for the second time together to raise awareness about our LGBTIQ+ community.

To strengthen DE&I, at DKV Mobility we emphasize sensitizing or assessing one's own perceptions. Cues such as name, appearance, or clothing, can influence our daily decisions, bearing the risk of hasty or stereotype-conforming judgments, which is critical for example in personnel decisions⁸. Therefore, at DKV Mobility, it is a particular concern to raise awareness of these unconscious biases and their effect on our judgement. In 2024, we offered several unconscious bias training sessions. In our unconscious bias

training, our employees and managers explore the different types of biases and where they typically occur in work life. They experience and review their own biases and are given concrete strategies on how to break them. This ultimately helps them to make better decisions and create an open corporate culture. A total of 146 managers and employees participated in our unconscious bias training in 2024. Overall, 81 percent of our employees across the Group participated in DE&I-related training sessions in 2024.

Keeping our commitments

We continue to promote opportunities and to facilitate a culture in which everyone has got the same chance to learn, grow, succeed, and develop. We are convinced that a diverse workforce benefits both our employees and our business. Advancing gender diversity continues to be a top priority. Over the course of 2024, we advanced our gender diversity efforts by enhancing our processes for promotion, development, and recruitment. Furthermore, we strengthened the compatibility of work and family life, for instance with our continued corporate childcare offers during summer school vacation. DE&I is managed by our HR department, supported by the strong commitment of our top management, as we recognize that change in the line of the various DE&I aspects requires the involvement and sponsorship of senior leadership. We are clearly committed to diversity and follow a Group-wide approach to uphold this commitment. It is based on our Code of Conduct and Human Rights Policy. In addition, we work with internal diversity networks at our subsidiaries to define and implement targeted campaigns. To track our progress, we created area-specific diversity dashboards that investigate topics such as new hires, promotions, gender distribution at individual hierarchy levels, the number of employees working part-time, or the different nationalities at DKV Mobility Group. Through communication and constant dialog, we strive to create a greater visibility of diversity and inclusion both internally and externally.



⁷ The gender pay gap describes the difference in salary between men and women. A distinction is made between the adjusted and unadjusted gender pay gap. The unadjusted gender pay gap compares the gross salaries of men and women without considering the structural characteristics of the groups (e.g., level of education, professional experience, or job level). The adjusted gender pay gap includes other characteristics and thus compares salary differences between men and women in similar jobs. At DKV Mobility, the adjusted gender pay gap refers to the difference in earnings between women and men in the same job grade. ⁸ Gudula Merchert-Werhahn (2024): *Anti-Bias und Unconscious Bias*.

Corporate citizenship

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

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

Meaningful engagement with our partners and local communities

Since 2021, DKV Mobility's Community Day has been a key annual initiative in the scope of our corporate citizenship agenda. We provide our employees with the opportunity to engage in meaningful volunteer work with our partners (for instance, nonprofit organizations, schools, and associations) and the local communities we operate in. Apart from our employees, the Community Day also addresses and benefits children, students, people with disabilities, and senior citizens.

In September 2024, we hosted our third Community Day, which took place at our headquarters in Germany, and at selected DKV Mobility entities in the Netherlands, Czechia, Italy, Poland, and France. With the support of approximately 450 employees in eight cities, involved in 33 different projects, we were able to make a positive impact and were able to add value to around 2,500 people in our local communities and neighborhoods. In line with our corporate citizenship strategy, the focus was on quality education, reducing inequality, promoting sustainability, and environmental protection. With 20 projects, most activities took place around the headquarters in Ratingen, Germany. These included skill- and knowledge-based educational projects, such as an arts class for children, an artificial intelligence boot camp, and a school visit to a modern agricultural enterprise utilizing data-driven land-management techniques. Besides this, there were projects

focusing on inclusion, sports, and society in the broader sense. The positive response from the local community and the commitment shown by our employees reaffirmed our plan to make the Community Day an integral annual component of our community service agenda in 2025.

Beyond the 2024 Community Day, DKV Mobility actively supported employee-led engagement initiatives in Germany throughout the year. Many of these efforts are directly linked to Community Day projects and long-term partnerships. For instance, a materiality assessment workshop conducted at the Community Day positively contributed to our "Schule der Zukunft" collaboration with one of Ratingen's largest grammar schools. Multifaceted follow-up activities were implemented throughout the year with the overall goal to design and implement an ESG strategy and a roadmap for the school. "Schule der Zukunft" is a German federal government program; companies support schools across North-Rhine Westphalia in making education for sustainable development an integral part of their teaching and school development. Businesses serve as ambassadors of knowledge transfer or offer support for individual projects or excursions. The program is a joint initiative of the Ministry of Education and the Ministry for the Environment. Additionally, a 2023 school project on beekeeping at an elementary school led to the establishment of a beekeeping working group at our headquarters in 2024. The honey produced is provided to the school, which manages its sale to fund various school projects. In addition to this, in partnership with Ratingen's biggest local sports club, "TV Ratingen," we launched an innovative school sports program introducing trend sports to students across the city under the name "Ratinger Fitness Race." The goal is to inspire children to engage in club sports while promoting a healthy body image beyond misleading social media ideals. This project also carries a strong social and community-driven mission.

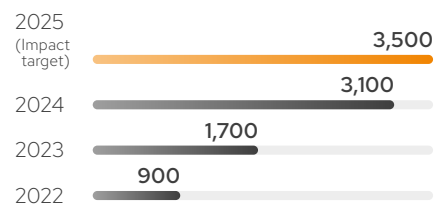




Further internationalizing our value-adding products

The DKV Mobility NGO Card +Charge, a service card for charitable organizations launched in Germany in 2021, entered the market in another two European countries in 2024. Apart from Germany, France, Czechia, Italy, Poland, and Slovakia, the service card is now also available in Hungary and the Netherlands. The service card comes with no card or service fees and offers access to DKV Mobility's full network of fuel service stations and EV charge points across Europe. On top of this, DKV Mobility covers all expenses for supporting climate protection projects for the carbon emissions per kilometer driven. The NGO Card +Charge is used by non-governmental organizations that depend on mobility to accomplish their mission. By the end of 2024, about 3,100 NGO Cards were provided to more than 300 nonprofit organizations. As we recorded significant growth during the reporting year (+79 percent versus 2023), we set ourselves a more ambitious impact target for 2025 to provide 3,500 NGO Cards (previously 3,000).

Provide 3,500 NGO Cards to NGOs



Providing humanitarian aid and fostering long-standing partnerships

In the scope of our ongoing social commitment, we continued extending our support to NGOs providing humanitarian aid while reinforcing our long-standing partnerships in key areas such as mobility and transport, health, safety, well-being, and children's education.

In monetary terms, DKV Mobility Group in 2024 supported a total of 52 social projects and 40 non-profit organizations across Europe. Our financial contributions amounted to approximately EUR 1 million in the reporting period. A significant proportion of our cash donations once again went to long-standing partners, demonstrating our commitment to reliability and ensuring the sustainable financial funding of their projects and initiatives. At our headquarters in Germany, more than 90 percent of the donation recipients involve an established, long-term relationship with DKV Mobility, such as "DocStop für Europäer e.V.," "Truckers Life Foundation," "Fahrer helfen Fahrern e.V.," "Trucker in Not e.V.," and others whose purpose is to improve the labor conditions of truck drivers and their families.

Our colleagues from Smart Diesel S.R.L. again supported several infrastructure projects in Romania, such as "Fundatia pentru Educatie de Calitate" with its school-building project. The foundation's aim is to support upcoming generations by offering them access to educational activities in an ethical and spiritual environment. In addition, our local partnerships were strengthened throughout Europe. For instance, with the "Ronald McDonald House" in Utrecht (Netherlands), which offers relatives of seriously ill children free accommodation close to treatment centers.

As part of our humanitarian-aid efforts following the floods in Valencia in October 2024, DKV Mobility Group, together with our subsidiary Road Solution Pro (RSP), which is actively engaged in Spain, donated EUR 27,500 to "Banco de Alimentos del Segura (BASMUR)," the food bank in Murcia. BASMUR is a nonprofit, volunteer-driven organization committed to sourcing food and distributing it free of charge to charitable institutions that provide direct support and care to those in need.

DKV Mobility Art Collection – Inspiring spaces, creative minds

Art has the power to inspire, connect, and spark innovation. This is why we launched the DKV Mobility Art Collection, transforming our offices at the headquarters in Germany into dynamic spaces for creativity and reflection. Curated by an expert panel of DKV Mobility colleagues and external art professionals, the collection features works by internationally renowned artists as well as emerging talents from the Düsseldorf Art Academy, strengthening our regional ties.



The selection follows a clear vision: to showcase meaningful, diverse, and thought-provoking pieces that embody transformation, sustainability, and a connection to our business and community. Art should be accessible. This is why we open our doors, offering guided tours for local businesses and schoolchildren, reinforcing our commitment in order to enrich not just our workplace but our local community.

Fischer Foundation¹

Constant commitment to support employees' social engagement

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

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

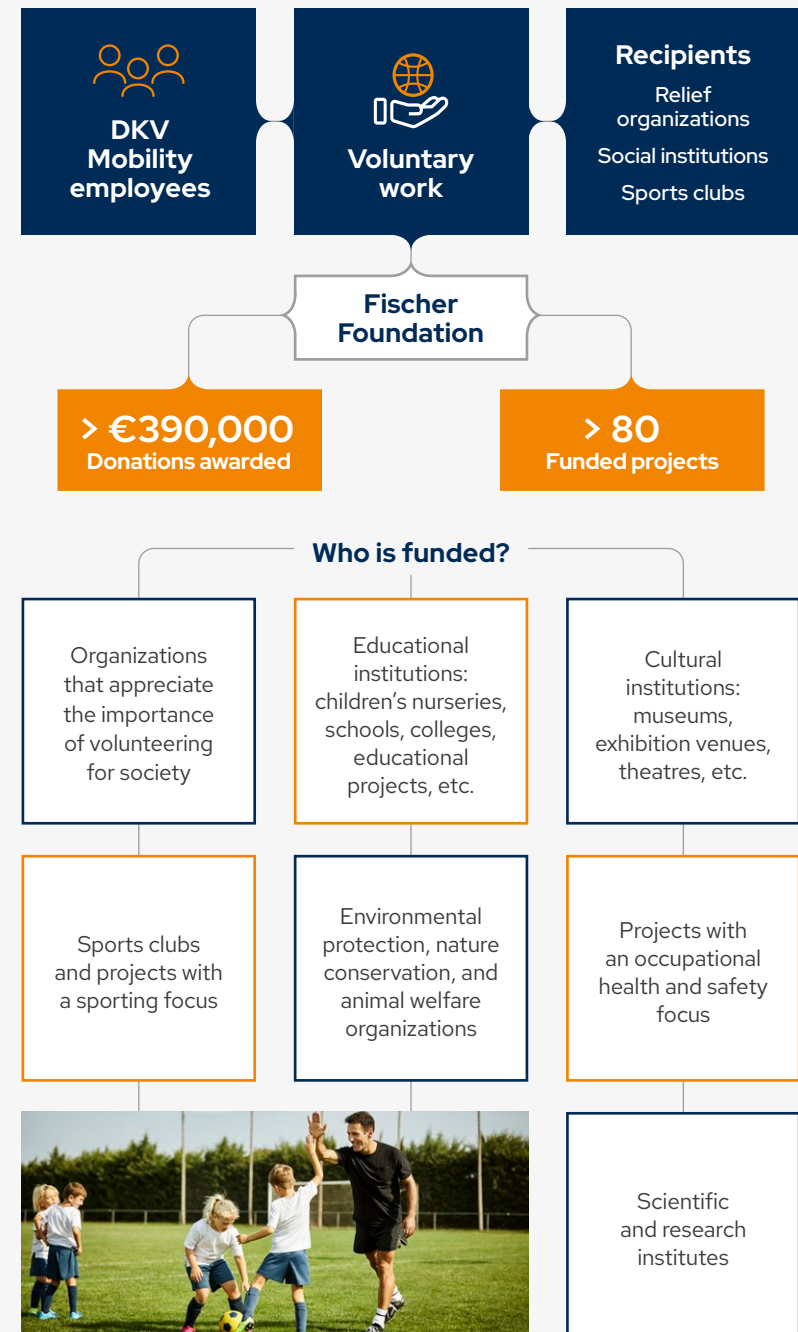
At DKV Mobility, many employees engage in volunteering activities outside of work through relief organizations, social institutions, or sports clubs. Both the existence and success of these non-governmental organizations depend on volunteering and financial support in their programs and causes.

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

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

In the reporting year, the "Fischer Foundation" supported five projects. In the foundation's understanding of partnership and support, there is one project to mention specifically in the reporting year 2024. Like in 2023, the "Werkstätten des Kreises Mettmann" workshops for the disabled received monetary support for a digital interactive board, focusing on motor skills and coordination. On behalf of the district of Mettmann, the "Werkstätten des Kreises Mettmann" workshops ensure the participation of people with disabilities in working life, their integration in working life, and promote their transition to the general labor market. In addition to urgently needed renovation work, the donation allowed for the optimization of equipment at the local workshops with new and more ergonomic workstations. Moreover, initiatives in youth sports and social projects promoting child welfare and refugee assistance were supported throughout the year.

Since 2010, the "Fischer Foundation" has been supporting our employees' civic engagement in more than 80 projects and awarded around EUR 390,000 in cash donations.



¹ This is additional information. This information according to the "Fischer Foundation" and the corresponding textual explanations are not part of the ISAE 3000 rev. performed audit with limited assurance.

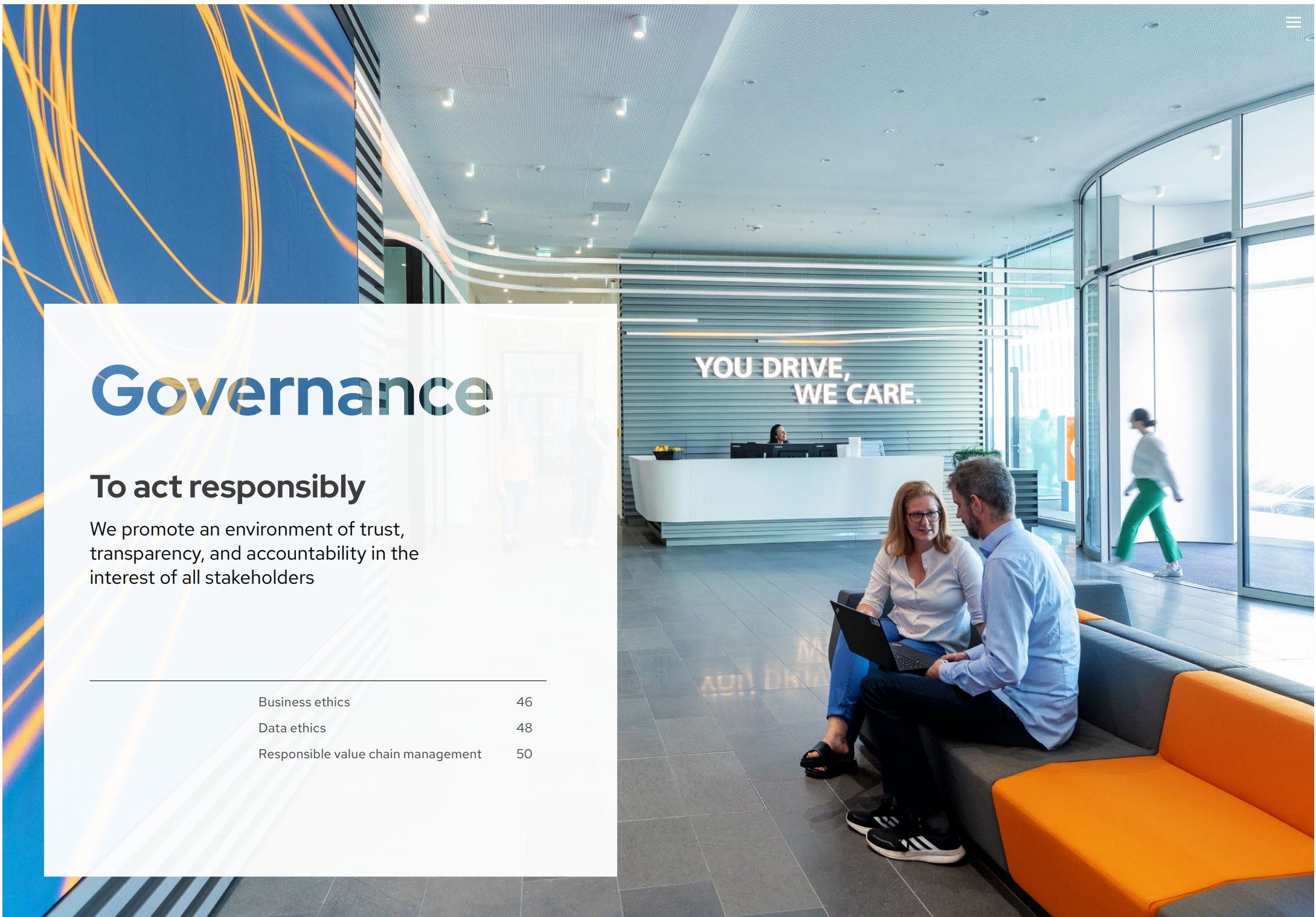
Governance

To act responsibly

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

Business ethics	46
Data ethics	48
Responsible value chain management	50

YOU DRIVE,
WE CARE.



Business ethics

Upholding business ethics standards under a growing risk landscape

The 2024 Corruption Perceptions Index (CPI)¹ revealed that global corruption levels remained high², with efforts to reduce them faltering. The CPI ranks 180 countries and territories worldwide by their perceived levels of public sector corruption. Additional challenges the world may face over the next decade regarding managing complex risks in a world undergoing fundamental climate, technological, geopolitical, and societal change are highlighted in the 2024 Global Risks Report. According to the Global Risks Perception Survey 2023–2024³ environmental risks such as extreme weather events, critical changes to Earth's geophysical systems, and the loss of biodiversity, as well as the collapse of ecosystems, continue to dominate the global risks landscape over the long term (ten-year period). Looking at the short term (two-year period), among the top risks are artificial intelligence (AI)-generated misinformation and disinformation, societal and/or political polarization, and extreme weather events.

From a corporate perspective, the interconnectedness of global risks, inseparable from corruption, necessitates a collaborative approach⁴. For example, as organizations race to adopt new technologies, such as AI, they need to develop an understanding of the immediate, mid-term, and long-term implications new technologies may have on cybersecurity and internal policies. The impact and timeline of each risk area are different, and so is the chance of mitigating them or preparing for them. Adhering to rules and regulations and aligning with established standards is a key for upholding democracy, stability, counteracting human rights violations, and mitigating risks. At DKV Mobility, we believe that a robust Enterprise Risk Management

System (ERMS) and good business ethics practices are prerequisites for our long-term business success.

Staying ahead of key risks

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

Each business area presents specific risks and opportunities that require identification, assessment, and management. The Enterprise Risk Management System (ERMS) facilitates the systematic identification and analysis of these risks and opportunities, their evaluation, monitoring, and tracking, as well as the implementation of risk-mitigation measures. During the reporting year, non-financial risks were integrated into the ERMS process and documented using the risk management tool "CRISAM." The objective is to ensure complete transparency regarding risks and opportunities and to establish uniform methods for their identification, assessment, and management.

Ensuring responsible business conduct

For us, compliance means promoting, monitoring, and controlling the adherence to essential legal regulations and requirements as well as to internal policies or ethical standards and reducing the risk of negative effects that could result from non-compliance (for example, legal, financial, operational, or reputational damage). DKV Mobility Group's compliance culture stands for conformity with the rules – regardless of the level of hierarchy within the Group. We do not tolerate any violation of applicable laws, codes of conduct, or internal regulations. As a signatory of the UN Global Compact (UNGC), we are committed to driving continuous improvement in the fields of human rights, labor standards, and the environment, as well as to taking action against corruption. Across the Group we aim to reduce the risk of negative effects that could result from any non-compliances. The objective of our compliance management is to set clear rules, define responsibilities and reporting channels, and create transparency and

Highlights in 2024

- Further implementation of the Internal Control System and the Control Self-assessment processes throughout the Group
- Recording of non-financial risks in the "CRISAM" risk management tool
- Integration of the newly acquired subsidiaries "Easytrip" and "Road Solution Pro (RSP)" into the Compliance Management System (CMS)
- Implementation of local whistleblowing systems in Poland and at LIS in Germany

BUSINESS ETHICS

Ambition

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



Impact target 2025

Ensure 100 percent of our active employees complete the annual compliance training

GRI material topic: Business ethics;
Disclosure 3-3, 2-6, 2-23,
2-24, 2-25 a., 205-1 b.

¹ Transparency International e. V. (2025): Corruption Perceptions Index 2024. ² With 100 being very clean and 0 being highly corrupt, more than two-thirds of countries scored below 50 out of 100, with the global average remaining unchanged at 43. ³ World Economic Forum (2024): The Global Risks Report 2024, 19th Edition, Insight Report. ⁴ World Economic Forum (2024): Global Risks Report 2024: The risks are growing – but so is our capacity to respond.

acceptance in relation to all compliance-relevant matters. Any possible non-compliance can thus be recognized, analyzed, and evaluated at an early stage so that remedial measures can be initiated if necessary. In the reporting year, our subsidiaries "Easytrip" and "Road Solution Pro (RSP)" were integrated into the Compliance Management System (CMS).

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

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

Regulations in dealing with sanctions

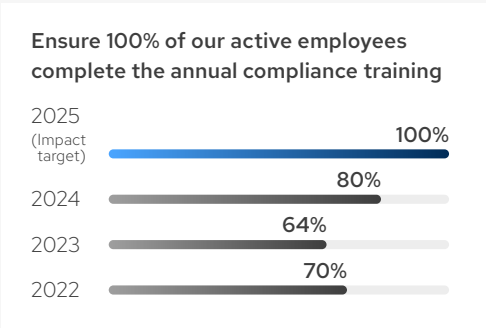
As an integral part of our compliance organization, we implemented a sanctions management system for the transaction screening of payment files and payees, based on sanctions lists applicable on the relevant day. In addition, we screen our business relationships for sanctions and embargoes. Before we expand our business geographically or before offering new products or services, we make an

assessment regarding applicable laws and regulations on sanctions and embargoes and monitor compliance. We are continuously monitoring all business transactions, and DKV Mobility continues to comply with all applicable sanctions, in particular against Russia and Belarus.

Ongoing internal capacity building

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

In 2024, around 80 percent (2023: 64 percent) of DKV Mobility's employees completed the mandatory compliance training. While the challenge in reaching all employees across the Group may remain, we maintain the rigor of a 100 percent target for 2025. Furthermore, we have an intranet page that informs all employees about DKV Mobility's company-wide regulations and applicable compliance rules.



Safeguarding responsible business conduct with our whistleblowing system

We promote a speak-up culture that should encourage our employees and the members of the governing bodies of our Group companies to speak up if they see something that is not in line with our standards, ensuring that the matter is treated confidentially, and that the employee does not have to fear any form of retaliation. Our whistleblowing system is only one way of tackling concerns and detecting misconduct at an early stage. The report can be made anonymously using our online whistleblowing system, independently managed on a third-party platform, via <https://www.dkv-mobility.com/en/whistleblowingsystem>, or directly through the compliance hotline or compliance e-mail to the Group Compliance Office. Furthermore, third parties not belonging to the Group can also report suspected compliance infringements to our whistleblowing system. The whistleblowing system aims to offer protection both for the people reporting misconduct and for the people who might be accused of it. The information provided is processed and treated confidentially. After implementing local whistleblowing systems at our sales units in France, Italy, and Romania and at Smart Diesel in the previous year, whistleblowing systems were also initiated in 2024 at our sales unit in Poland and at LIS in Germany as required by local law.

Incidents are reported to the Group Compliance Office. However, if an employee from the Group Compliance Office itself is the subject of a report, the notification will be directly addressed to the Executive Directors. If the management itself is involved, the report will reach the Chairman of the Board of Directors. Furthermore, the whistleblower process is a recurring item at all Audit Committee meetings. In 2024, a total of three cases were reported through the Group-wide whistleblowing system (2023: 12). None of the reported cases involved corruption, human rights, or environmental violations. One case was still open and under investigation as per December 31, 2024.

Keeping our commitments

To better navigate increased regulatory obligations and the implementation of new services and functions, we are consistently refining our approach to business ethics. For example, our compliance activities prioritize ensuring that employees and partners are aware of the whistleblowing system and feel comfortable speaking up. Relevant guidelines in this field, such as our Whistleblowing System Policy, were reviewed and updated in 2024. Furthermore, we are working on preventing and consistently combatting corruption, fraud, and other potential white-collar crimes. Mandatory compliance policies and training courses serve to protect our employees and customers. Increasing awareness among our employees remains of great importance, because only risk-aware employees can recognize risks and avoid or, at least, minimize them.

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

GRi: 2-16, 2-25 a., b., 2-26, 205-2 b., 205-3 a.

Data ethics

Managing data securely and responsibly in an ever-evolving cybersecurity landscape

The threat landscape in cybersecurity is evolving and constantly changing, with new vulnerabilities emerging as quickly as old ones are mitigated. For instance, malware-free activities¹, such as phishing, social engineering, and exploiting trusted relationships, accounted for 79 percent of detected identity attacks in 2024². The rapid development of artificial intelligence (AI), for instance, was precedent-setting in 2024, emerging as an attractive tool due to its ease of adoption and widespread accessibility. While data and technology offer immense potential to enhance the customers' business through innovative products and services, there is, at the same time, a growing concern over the misuse and contentious handling of data, leading to heightened scrutiny and regulatory measures. Inadequate information security and data protection also pose significant risks such as industrial espionage, identity theft, and cybercrime, potentially affecting not only DKV Mobility Group itself, but also our customers, business partners, and service providers. At DKV Mobility, data, communication channels with customers and suppliers, and our information processing, internally and externally, are the pillars of our activity and a central component of our success. Addressing the above-outlined challenges is crucial as issues pertaining to information security and data privacy can impact our business operations and erode trust in our reliability as a partner.

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

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

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

We strive for continuous improvements

We are guided by our data ethics principles. Our data ethics guidelines are in line with industrial-grade standards, and we aim to act in compliance with European requirements to protect both sensitive company data and personally identifiable information (PII) through which a person can be unequivocally identified. DKV Mobility Group implemented a Group-wide Information Security Management System (ISMS) and a Data Privacy Management System (DPMS). Both risk-oriented management systems are built in a hierarchical order. In 2024, the information security management and the data privacy management teams published and updated several Group-wide guidelines, outlining processes, roles, and responsibilities to serve as a basis for their

activities, including a "Security in Supplier and Partnership Relationships Guideline," "Security in Software Development Guideline," and a "Acceptable and Secure Use of IT Guideline."

Across our Group, we additionally conducted vulnerability assessments to identify risks arising from critical services rendered internally and by partner services. In 2024, we successfully completed remediation projects based on findings in previous years' vulnerability assessment.

Highlights in 2024

- Completing successful ISO/IEC 27001 audits (recertification and surveillance) at the headquarters in Germany, at GreenFlux, and at the LIS headquarters in Germany and at RSP in Spain
- Implementing a Group-wide new security awareness training platform including mandatory and optional employee training sessions, simulated phishing campaigns, and newsletters
- Implementing a Group-wide IT Governance, Risk, Compliance (GRC) risk management tool to streamline and improve processes
- Completing successful remediation projects based on findings in vulnerability assessments for all critical internal and partner services
- Rolling out the Data Privacy Management System (DPMS) framework to two additional subsidiaries

DATA ETHICS

Ambition

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



¹ Malware-free activities refer to cyberattacks that do not involve traditional malware (malicious software). Instead, these attacks exploit human behavior and trusted relationships to gain unauthorized access or information. ² CrowdStrike, Inc. (2025). 2025 Global Threat Report.

Embracing AI and working towards ethical usage

AI is a strategic topic for DKV Mobility. In driving AI adoption across the company, there needs to be a definition of what AI is for us as a company, for our employees, customers, and business partners. One important aspect is to ensure the proper and ethical use of AI. To kick off the set-up of our own “AI Code of Conduct,” senior leaders from different parts of DKV Mobility were invited to take part in a workshop in September 2024. Different aspects were discussed that will form the basis of our AI Code of Conduct, which is scheduled to be launched in 2025. For further information regarding the implementation of AI across DKV Mobility Group, please refer to the chapter “Employee well-being.”

Information security

The fundamental objectives of information security are safeguarding the availability, integrity, and confidentiality of systems and data. Achieving success in these fields hinges especially on the implementation of security measures and the training and conduct of our workforce. Considering heightened security risks and alerts – particularly amid internationally dispersed teams – the effectiveness of processes and organizational controls is based on the employees’ comprehension of, and adherence to, basic rules. Our commitment to enhancing employee awareness, skills, and training to reinforce ethical data management practices remains firm, to stay secure by, for instance, improving the ability to identify phishing e-mails effectively. To enhance our ISMS processes, we have implemented a new IT GRC tool, utilizing a standardized risk assessment methodology. This tool provides a comprehensive overview and tracking of all information security-related risks across the Group, and it simplifies the management of risks for each subsidiary.

The ISMS is designed to enhance compliance with the technical and organizational requirements for the protection of data and sensitive company

assets. The detailed requirements are laid out and specified in the policy “Design directives for information security.” The ISMS is based on the internationally recognized ISO/IEC 27001:2022 standard and was certified according to this latest and revised version for the corresponding fields of information security at the headquarters in Germany. A recertification audit was conducted in 2024 with the certificate being valid until 2027. Furthermore, a certified management system according to ISO/IEC 27001:2022 is in place at our subsidiaries GreenFlux, at the LIS headquarters in Germany according to ISO/IEC 27001:2017, and at Road Solution Pro (RSP) in Spain according to ISO/IEC 27001:2013. Based on the number of active employees, approximately 72 percent of DKV Mobility Group’s operational sites³ are covered by the external ISO/IEC 27001 certification in the reporting period.

Embedding security measures in everyday operations through data awareness campaigns

We conduct regular in-house security testing with the aim of ensuring that our IT systems remain secure and functional and that our employees comply with the internal guidelines and policies established within our Information Security Management System based on the ISO/IEC 27001 standard. Furthermore, we offer a broad pool of different web-based information security training formats to our employees that familiarizes them with the requirements of information security. People who have recently joined the Group undergo mandatory training within the first three months. In line with our commitment to enhancing security measures, we continued to implement our internal information security awareness campaign in 2024, which aims to promote a culture of vigilance among our employees. This campaign includes mandatory and voluntary training courses and phishing simulations, aimed at testing and reinforcing our employees’ ability to recognize and mitigate potential cyber threats in day-to-day

business. In addition to this initiative, we regularly distribute information security newsletters to all employees and provide updates on emerging trends, best practices, and company policies. These combined efforts bolster our commitment to maintaining a secure environment and to ensuring that every employee remains informed and vigilant in safeguarding data. In addition, the measures explained above were taken to prevent a further increase in the number of confirmed information security incidents (2024: 4; 2023: 7). Furthermore, we established a Virtual Cyber Security Community in 2024. In it, representatives from different departments act as a single point of contact for their respective departments and, as security champions, monitor and manage risks and advocate on information security across the business.

In 2024, the participation rate in our Group-wide mandatory web-based information security training was at approximately 91 percent (2023: 38 percent). Compared to 2023, the increase in the training-participation quota in 2024 can be explained by the fact that the training was rolled out to all employees across DKV Mobility Group and systematically followed up.

Data privacy

The EU’s General Data Protection Regulation (GDPR) is the central legal basis for data protection in Europe, supplemented by local laws. Our DPMS is based on the GDPR requirements. The DPMS is a Group-wide framework and guideline for all relevant data-privacy processes and their documentation. In the reporting year, there was one identified leak of customer data (2023: 1). The incident was legally assessed and reported under the GDPR, Art. 33. In 2024, we did not receive any justified complaints from regulatory authorities concerning breaches of customer privacy.

In 2024, we rolled out the Data Privacy Management System (DPMS) framework to our subsidiaries “Easytrip” and “RSP.” Furthermore, we offered mandatory web-based training to our employees that familiarized them with the most important topics regarding data privacy and dealing with personal information. In 2024, the attendance rate at Group level was at approximately 87 percent (2023: 79 percent).

Keeping our commitments

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

Information security and data privacy are managed within the Enterprise Governance System (EGS) department. While the Group Information Security Officer (GISO) is responsible for the management of information security, data-privacy management is in the hands of the Group Data Privacy Coordinator (GDPC), who both report to the Management Board. All employees must be familiar with the requirements applicable to their respective fields of work. For this reason, both simulated phishing campaigns and an information-security newsletter for our employees were initially launched in 2023 and continued in 2024. Complaints related to information security or data-privacy issues can be reported directly to the GISO or the GDPC. Customers, service providers, and other stakeholders can either directly contact their key account managers or lodge their complaints via e-mail. All data protection complaints are documented and reviewed as to whether they qualify as data breaches as defined by Art. 33 GDPR.

³ We define an operational site as a site where integral functions of the business are performed more or less independently from the headquarters’ activities. For further information, please see “03 Governance performance.”

Responsible value chain management

Value chain management in the age of supply chain legislation

In today's rapidly evolving global landscape, sustainable procurement has emerged as a critical component of corporate responsibility and environmental stewardship. As organizations strive to minimize their environmental footprint, accelerate progress regarding their decarbonization targets, and foster ethical business practices, sustainable procurement plays a pivotal role in ensuring that goods and services are sourced in a manner that promotes social, economic, and environmental well-being.

There is increasing regulatory pressure regarding the responsible management of supply chains. The German Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains³ (German Supply Chain Act) and the Corporate Sustainability Due Diligence Directive (CSDDD) are both regulations aimed at ensuring responsible business practices, but they differ in scope and application.

The German Supply Chain Act is specific to companies based in Germany and focuses on ensuring that companies identify and address human rights and environmental risks within their supply chains. The law came into force on January 1, 2023, and is mandatory for DKV Mobility as per the fiscal year of 2024. By the end of 2025, at the latest, a corresponding annual report must be published and submitted to the German Federal Office for Economic Affairs and Export Control. We are planning to publish the report on our website.

The CSDDD came into force on July 25, 2024, and provides a comprehensive catalogue of obligations

for companies to protect human rights and the environment throughout their operations and along their global supply chain. On February 26, 2025, the European Commission (EC) published a package of measures in the form of various legislative initiatives (known as "Omnibus"). The package suggests giving companies more time for the law's implementation – instead of July 2027, the first companies – including DKV MOBILITY GROUP SE – are to apply the CSDDD by July 2028.

In light of this increasingly stringent regulatory environment, we have conducted our mandatory annual review and update of the most material topics. Supply chain transparency as well as ensuring that human rights and environmental standards are upheld throughout our value chains are gaining in importance for our business. As a result, "responsible value chain management" has been identified as an additional material topic for DKV Mobility. Many aspects in this regard have already been reported in the previous years under the headline "sustainable procurement." Building on this foundation, we will continue to expand our measures and initiatives by selecting business partners responsibly and applying our social and environmental principles.

We aim to actively promote sustainability in the road transport industry by ensuring ethical, environmental, and transparent business practices throughout our diverse value chains in collaboration with our suppliers, service providers, and customers.

Supporting human rights due diligence in our supply chain

As a company with international business relationships, we recognize our responsibility to

strengthen human rights and environmental protection along our supply chains. As a signatory of the UNGC, at DKV Mobility we already integrate social and environmental principles into our daily procurement routines. DKV Mobility was awarded an EcoVadis Platinum Medal rating in 2024 – for the second consecutive year – and scored 90/100 points (2023: 80/100 points) in the Sustainable Procurement category.

Highlights in 2024

- Responsible value chain management added to the list of material topic for DKV Mobility Group
- Release of a Group-wide policy statement on the "German Act on Corporate Due Diligence Obligations in Supply Chains (LkSG)"
- 81% of our main indirect suppliers comply² with our Code of Conduct (CoC) (+88% versus 2023)
- Basic training on the German Supply Chain Act rolled out to employees that have connections into the topic in the scope of their daily business operations with a participation rate of 96%
- EcoVadis Platinum Medal rating in 2024 for the second consecutive year with an increase from 80 to 90 points in the sustainable procurement category

RESPONSIBLE VALUE CHAIN MANAGEMENT

Ambition

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



Impact target 2025

Ensure that all main suppliers for indirect materials and services¹ comply with our Code of Conduct

¹ Suppliers for indirect materials and services with annual main indirect supplier expenses of > €25,000. Please refer to the "03 Governance performance" section for more information on how we define main suppliers for indirect materials and services. ² We understand "comply with our CoC" as suppliers who have accepted the CoC. ³ In German *Lieferkettensorgfaltspflichtengesetz*; LkSG.

Procurement management and monitoring system

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

01

Purchasing guideline

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

02

Supplier letter

Information letter on DKV Mobility Group's sustainable procurement practices

03

Code of Conduct for Suppliers and Business Partners

Fundamental moral and ethical values and minimum requirements, the adherence to which is mandatory for DKV Mobility Group's business partners

04

Vendor self-disclosure questionnaire for selected suppliers and business partners

A query on all relevant economic aspects, extended by questions concerning ESG practices

05

Contractual clause on sustainability

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

06

ESG training

Every two years, for members of the purchasing department



We consider it essential to be aware of the potential and actual human rights risks and their impact on our business activities, services, and products, and on people along the value chain. We therefore systematically analyze our business fields and relationships as to human rights issues. The risk analysis forms the basis for identifying appropriate preventive and remedial measures. In 2023, we rolled out a Group-wide risk analysis and management tool to help us manage our supply chain due diligence processes for all our direct and indirect suppliers. Ever since, the tool has enabled us to monitor and document all risk management measures that were undertaken, enhancing our ability to meet regulatory due diligence requirements in future and integrating ESG more deeply into our procurement activities. We carry out risk analyses on an ad hoc basis if we anticipate a significantly changed or significantly expanded risk situation in the supply chain due to the introduction of new products, or projects, or a new business area. In 2024, DKV Mobility conducted business with more than 11,500 suppliers across ~50 countries. Our newly implemented supply chain risk assessment tool was the basis for screening 99,5 percent of those suppliers in 2024. In terms of environmental and human rights, there were no severe findings and no confirmed incidents owing to which contracts with business partners were terminated. In 2024, there were also no confirmed incidents of child labor or young workers exposed to hazardous work.

Besides establishing a supplier risk management and monitoring system, our external stakeholders have since 2022 had access to our whistleblowing system (for further details, please see page 47). In April 2024, mandatory basic training on the German Supply Chain Act was rolled out for employees in the sales, customer service, and supplier support departments that deal with this subject in the scope of their daily business operations. The participation rate was at 96 percent. Furthermore, a Group-wide policy statement on the German Act on Corporate Due Diligence Obligations in Supply Chains (LkSG) was developed and released in January 2024.

Keeping our commitments

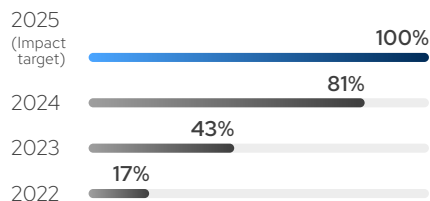
In 2021, we built the foundation with our suppliers for the sustainable procurement of indirect materials and services and have since then consistently incorporated ESG criteria into our procurement processes. The minimum requirements for a listing in DKV Mobility's indirect supplier pool⁴ – and thus for potentially acting as a supplier for the Group – are confirming the receipt of the CoC and/or filling out the vendor self-disclosure questionnaire by providing relevant economic and ESG information and acting in full compliance with all applicable laws and regulations. For smaller suppliers that do not necessarily have a complex framework agreement, which includes ESG-related contract clauses, our commitment is supported by the fact

⁴ Suppliers for indirect materials and services with annual main indirect supplier expenses of > €25,000. Please refer to the "03 Governance performance" section for more information on how we define main suppliers for indirect materials and services. The target relates only to DKV Mobility's indirect supplier pool. A target revision is planned in the context of fulfilling the legal requirements of LkSG.

that each individual purchase order contains additional requirements in the ESG context, including a reference to the General Terms and Conditions of Purchase, which were comprehensively revised in 2023 by adding a clause on the adherence to our “Code of Conduct (CoC) for Suppliers and Business Partners.”

In total, in 2024, DKV Mobility Group dealt with 924 (2023: 848) suppliers of indirect materials and services, most of whom were located in Germany or Europe⁵. To date, 81 percent (2023: 43 percent) of DKV Mobility Group’s indirect suppliers comply with our CoC – by accepting it. The growth in relation to complying with the CoC in the previous year comes mainly from (smaller) suppliers who have agreed to the new General Terms and Conditions of Purchase. As per 2023, DKV Mobility requires all indirect suppliers to adhere to our General Terms and Conditions of Purchase, ensuring alignment with our ESG principles. The fact that we also integrate sustainable procurement objectives into buyer performance reviews has made a positive contribution to this. If any serious cases of non-compliance occur, we generally reserve the right to immediately terminate the contractual relationship with the supplier in question. There were no such incidents in 2024.

Ensure all main indirect suppliers comply with our CoC



Resources for managing our sustainable procurement efforts

The Enterprise Governance System (EGS) department is responsible for supplier risk management and reviews the effectiveness of the relevant due diligence processes at least once a year and on an ad hoc basis and regularly informs the Executive Board of their effectiveness.

The Purchasing department holds the main accountability for sustainable procurement, managing the acquisition of indirect materials and services for our headquarters in Germany and, to some extent, for our overseas subsidiaries. These encompass various areas such as professional services, IT, marketing, office supplies, travel, and facility management. Furthermore, our Purchasing and IT departments conduct regular reviews with their key suppliers in which positive and negative aspects of the respective cooperation are openly discussed. Our purchasing teams also evaluate our purchasing portfolio with respect to sustainability criteria, such as environmental labels (e.g., FSC, PEFC, Blue Angel, and Energy Star), and adapt it to the changing standards on an ongoing basis. When rolling out new technologies or onboarding new IT service providers, we also check whether they have got the corresponding sustainability certificates or Product Carbon Footprint calculations in place. In this respect, our main instruments are public tenders. The departments work in close cooperation with the Group Compliance Office, and the Sustainability and Legal teams. Every two years, we also conduct targeted ESG buyer training for our employees of the Purchasing department, with the last training having taken place in 2023, and continuously build up skills among our suppliers and business partners to ensure that both our own ESG targets and the interests of our customers are reflected in our procurement activities.

In 2025, our agenda includes ESG buyer training, broadening and harmonizing our sustainable procurement initiatives in accordance with the German supply chain legislation. Improving our risk assessment and human rights due diligence standards in the supply chain is an ongoing process. We will strive to bring ourselves in line with recognized standards and the emerging EU Corporate Sustainability Due Diligence Directive (CSDDD), according to the applicable regulations at that time. Additionally, we will seek to also extend our ESG supplier engagement to the newly acquired subsidiaries within the organization. ESG opportunities – such as accelerating climate-related decarbonization efforts for Scope 3 emissions – lie beyond our own direct reach in our supply chains. As a result, receiving Product Carbon Footprints (PCFs) for suppliers and enhancing our purchasing activities will continue to play a vital role in improving our overall ESG performance.



⁵ The increase is mainly related to an increase of our business, as there is an ongoing need for additional suppliers due to business expansion but also in terms of replacement.



Data and assurance

ESG performance data	54
ESG accounting principles	60
Memberships	70
GRI content index	71
Limited assurance statement	72
Contact details	74

ESG performance data

		2024	2023	2022
1. Environment				
1.1 Energy consumption Offices				
1.1.1 Total office space	[m²]	61,228.9	64,009.4	38,650.0
1.1.2 Total energy (electricity and heating) consumption (direct and indirect) related to own operations [GRI: 302-1 e.]	[kWh]	5,952,868.4	6,010,645.3	3,939,210.8
1.1.2.1 Energy consumption from non-renewable sources	[kWh]	2,419,001.5	2,791,201.1	2,135,585.7
1.1.2.2 Energy consumption from renewable sources	[kWh]	3,533,866.9	3,219,444.1	1,803,625.1
1.1.2.3 Change in renewable energy consumption (actual year/previous year)	[%]	10.0	78.0	/
1.1.2.4 Share of renewable energy consumption	[%]	59.0	54.0	46.0
1.1.2.5 Total energy (electricity, heating, fuel) consumption from nuclear sources (indirect)	[kWh]	9,689.9	/	/
1.1.2.6 Share of total energy (electricity, heating, fuel) consumption from nuclear sources	[%]	0.1	/	/
1.1.2.7 Total energy intensity ratio [GRI 302-3 a., b.]	[kWh/m²]	97.2	93.9	101.9
1.1.3 Total electricity consumption [GRI: 302-1 c. i.]	[kWh]	3,529,520.9	3,223,887.0	2,053,650.0
1.1.3.1 Electricity from non-renewable sources [GRI: 302-1 a.]	[kWh]	4,528.0	19,460.9	250,024.8
1.1.3.2 Electricity from renewable sources [GRI: 302-1 b.]	[kWh]	3,524,992.9	3,204,426.1	1,803,625.1
1.1.3.3 Share of renewable electricity consumption	[%]	99.9	99.4	87.8
1.1.4 Total heat consumption [GRI: 302-1 c. ii.]	[kWh]	2,423,347.5	2,786,758.2	1,885,560.9
1.1.4.1 Heat consumption from non-renewable sources [GRI: 302-1 a.]	[kWh]	2,414,473.5	2,771,740.2	1,885,560.9
1.1.4.2 Heat consumption from renewable sources [GRI: 302-1 b.]	[kWh]	8,874.0	15,018.0	0.0
1.1.4.3 Share of renewable heat consumption	[%]	0.4	0.5	0.0
1.2 Other resource consumption Offices				
1.2.1 Total water consumption [GRI: 303-5 a.]	[m³]	12,288.5	13,152.3	6,055.1
1.2.1.1 Water intensity ratio	[m³/m²]	0.2	0.2	0.2
1.2.2 Total waste [GRI 306-3 a.]	[kg]	89,379.2	53,331.0	62,236.5
1.2.2.1 Waste intensity ratio	[kg/m²]	1.5	0.8	1.6

		2024	2023	2022
1.3	Fuel and power consumption Company car fleet			
1.3.1	Total fuel consumption [GRI 302-1 a.]	[l]	574,253.9	576,759.9
1.3.2	Total electricity consumption [GRI 302-1 b.]	[kWh]	406,912.1	286,661.9
1.4	Business and commuter travel Other			
1.4.1	Air travel (number of flights)	[#]	4,265	3,258
1.4.2	Train travel (train kilometers)	[km]	378,875.8	633,342.1
1.4.3	Commuter travel (kilometers travelled to offices)	[km]	9,917,588.3	8,855,247.8
1.5	Greenhouse gas (GHG) emissions			
1.5.1	Total GHG emissions (Scope 1, 2 market-based, and 3)	[t CO ₂ e]	319,870.7	277,875.3
1.5.1.1	Scope 1 emissions [GRI: 305-1 a.]	[t CO ₂ e]	2,052.1	1,912.4
1.5.1.2	Scope 2 emissions market-based [GRI: 305-2 b.]	[t CO ₂ e]	83.3	138.4
1.5.1.3	Scope 2 emissions location-based [GRI: 305-2 a.]	[t CO ₂ e]	1,113.1	1,583.0
1.5.1.4	Scope 3 emissions [GRI: 305-3 a.]	[t CO ₂ e]	317,735.3	275,824.5
1.5.2	Relative total GHG emissions reduction (actual year/previous year)	[%]	15.1	-6.9
1.5.3	GHG emissions intensity ratio (Scope 1, 2 market-based, and 3) (total GHG emissions/revenue in million euros) [GRI: 305-4 a.-d.]	[t CO ₂ e/m €]	381.3	389.2
1.5.3.1	Scope 1 + Scope 2 market-based emissions intensity ratio (Scope 1 + Scope 2 emissions/revenue in million euros)	[t CO ₂ e/m €]	2.5	2.9
1.5.3.2	Scope 1 + Scope 2 location-based emissions intensity ratio (Scope 1 + Scope 2 emissions/revenue in million euros)	[t CO ₂ e/m €]	3.8	4.9



			2024	2023	2022
2.	Social (human resources)				
2.1	Total number of employees [GRI 2-7 a.]	[#]	2,548	2,374	1,891
2.1.1	of which active	[#]	2,450	2,284	1,816
2.1.2	of which inactive	[#]	98	90	75
2.1.3	of which women [GRI 2-7 a.]	[%]	49	49	51
2.1.4	of which men [GRI 2-7 a.]	[%]	51	51	49
2.1.5	of which 16–30	[%]	22	21	20
2.1.6	of which 31–40	[%]	36	37	38
2.1.7	of which 41–50	[%]	24	24	23
2.1.8	of which 51+	[%]	18	18	19
2.2	Total number of nonmanagerial employees [GRI 405-1 b. i, ii.]	[#]	2,167	2,035	1,628
2.2.1	of which women [GRI 405-1 b. i.]	[%]	51	51	53
2.2.2	of which men [GRI 405-1 b. i.]	[%]	49	49	47
2.2.3	of which 16–30 [GRI 405-1 b. ii.]	[%]	25	24	22
2.2.4	of which 31–40 [GRI 405-1 b. ii.]	[%]	35	36	37
2.2.5	of which 41–50 [GRI 405-1 b. ii.]	[%]	23	22	22
2.2.6	of which 51+ [GRI 405-1 b. ii.]	[%]	18	18	19
2.3	Total number of managers [GRI 405-1 b. i, ii.]	[#]	381	339	263
2.3.1	of which women [GRI 405-1 b. i.]	[%]	38	38	35
2.3.2	of which men [GRI 405-1 b. i.]	[%]	62	62	65
2.3.3	of which 16–30 [GRI 405-1 b. ii.]	[%]	5	6	4
2.3.4	of which 31–40 [GRI 405-1 b. ii.]	[%]	42	41	42
2.3.5	of which 41–50 [GRI 405-1 b. ii.]	[%]	35	33	32
2.3.6	of which 51+ [GRI 405-1 b. ii.]	[%]	18	20	22

			2024	2023	2022
2.4	Employment contract [GRI 2-7 b. i., ii.]				
2.4.1	Permanent [GRI 2-7 b. i.]	[%]	95	95	92
2.4.1.1	of which women [GRI 2-7 b. i.]	[%]	49	49	50
2.4.1.2	of which men [GRI 2-7 b. i.]	[%]	51	51	50
2.4.2	Temporary [GRI 2-7 b. ii.]	[%]	5	5	8
2.4.2.1	of which women [GRI 2-7 b. ii.]	[%]	44	49	54
2.4.2.2	of which men [GRI 2-7 b. ii.]	[%]	56	51	46
2.5	Part-time employees [GRI 2-7 b. v.]	[%]	13	14	14
2.5.1	of which women	[%]	75	76	80
2.5.2	of which men	[%]	25	24	20
2.6	Part-time nonmanagerial employees	[%]	14	15	15
2.6.1	of which women	[%]	75	76	80
2.6.2	of which men	[%]	25	24	20
2.7	Part-time managers	[%]	6	6	6
2.7.1	of which women	[%]	67	67	75
2.7.2	of which men	[%]	33	33	25
2.8	Average length of service	[years]	5.9	5.8	5.7
2.9	Average age of employees	[years]	39.6	39.6	39.9

			2024	2023	2022
2.10	Employee turnover/attrition rate [GRI 401-1 b.]	[%]	10	9	13
2.10.1	of which women	[%]	9	8	14
2.10.2	of which men	[%]	11	10	12
2.10.3	of which 16–30	[%]	11	10	14
2.10.4	of which 31–40	[%]	11	12	13
2.10.5	of which 41–50	[%]	10	6	13
2.10.6	of which 51+	[%]	5	6	10
2.10.7	of which full-time	[%]	10	9	12
2.10.8	of which part-time	[%]	9	10	18
2.11	New employee hires by gender and age group [GRI 401-1 a.]	[#]	438	416	415
2.11.1	of which women	[%]	47	50	54
2.11.2	of which men	[%]	53	50	46
2.11.3	of which 16–30	[%]	41	41	36
2.11.4	of which 31–40	[%]	37	32	41
2.11.5	of which 41–50	[%]	17	19	15
2.11.6	of which 51+	[%]	5	8	8
2.12	Employees that took parental leave [GRI 401-3 b.]	[#]	144	123	105
2.12.1	of which women [GRI 401-3 b.]	[%]	74	74	77
2.12.2	of which men [GRI 401-3 b.]	[%]	26	26	23
2.12.3	of which 16–30	[%]	10	18	12
2.12.4	of which 31–40	[%]	78	74	78
2.12.5	of which 41–50	[%]	11	8	10
2.12.6	of which 51+	[%]	0	0	0

			2024	2023	2022
2.13	Employee training and education [GRI 404-1 a.]				
2.13.1	Total hours of training	[hours]	101,399	85,314	77,867
2.13.1.1	of which by women [GRI 404-1 a. i.]	[hours]	49,548	40,448	39,066
2.13.1.2	of which by men [GRI 404-1 a. i.]	[hours]	51,851	44,866	38,800
2.13.2	Average hours of training provided per employee	[hours]	41.4	38.9	42.9
2.13.3	Average days of training provided per employee	[days]	5.2	4.9	5.4
2.14	Disabilities¹				
2.14.1	Number of employees with disabilities	[#]	26	19	13
2.14.2	Average degree of disability	[%]	49	52	50

¹ In 2024, 2023, and 2022 the figures regarding "Number of employees with disabilities" and "Average degree of disability" apply to employees at DKV Mobility's headquarters in Germany only.

		2024	2023	2022
3. Governance				
3.1 Business ethics				
3.1.1	# of employees the CoC and procedures have been communicated to [GRI 205-2 b.]	[#]	2,111	1,813
3.1.2	% of employees the CoC and procedures have been communicated to [GRI 205-2 b.]	[%]	86	79
3.1.3	Employees that completed mandatory compliance training [GRI 205-2 e.]	[#]	1,959	1,470
3.1.4	% of employees that completed mandatory compliance training [GRI 205-2 e.]	[%]	80	70
3.1.5	Whistleblowing reports received/cases brought through dispute resolution mechanisms ¹	[#]	3	4
3.1.6	Confirmed corruption incidents [GRI 205-3 a.]	[#]	0	0
3.1.7	Confirmed incidents in which employees were dismissed or disciplined for corruption [GRI 205-3 b.]	[#]	0	0
3.1.8	Public legal cases regarding corruption [GRI 205-3 d.]	[#]	0	0
3.1.9	Incidents of discrimination [GRI 406-1 a.]	[#]	1	0
3.1.10	Significant instances of non-compliance with laws and regulations [GRI 2-27 a.]	[#]	0	0
3.2 Data ethics				
3.2.1	Operational sites with ISO/IEC 27001 certified Information Security Management System (ISMS)	[%]	73	71
3.2.2	Employees that completed mandatory information security training	[#]	2,239	1,619
3.2.3	% of employees that completed mandatory information security training	[%]	91	89
3.2.4	Confirmed information security incidents ²	[#]	4	6
3.2.5	Employees that completed mandatory data privacy management training	[#]	2,224	1,451
3.2.6	% of employees that completed mandatory data privacy management training	[%]	91	80
3.2.7	Substantiated complaints received concerning breaches of customer privacy [GRI 418-1 a. i.]	[#]	0	1
3.2.7.1	Thereof, complaints received from outside parties and substantiated by the organization [GRI 418-1 a. i.]	[#]	0	1
3.2.7.2	Thereof, complaints received from regulatory bodies [GRI 418-1 a. ii.]	[#]	0	0
3.2.8	Identified leaks, thefts, or losses of customer data [GRI 418-1 b.]	[#]	1	0

¹ For further information on the whistleblowing reports received in 2024, please see the "Business ethics" section. ² All cases were resolved in the reporting period.

		2024	2023	2022
3.3	Responsible value chain management¹			
3.3.1	Suppliers for indirect materials and services	[#] 924	848	797
3.3.2	Share of main suppliers for indirect materials and services that comply with our CoC	[%] 81	43	17
3.3.3	Confirmed incidents when contracts with business partners were terminated/not renewed due to corruption [GRI 205-3 c.]	[#] 0	0	0
3.3.4	Share of procurement budget used for significant locations of operation ² spent on indirect suppliers local ³ to that operation [GRI 204-1 a.]	[%] 99	96	99
3.3.5	Percentage of new suppliers that were screened using environmental criteria [GRI 308-1 a.]	[%] 99.5	/	/
3.3.6	Number of suppliers assessed for environmental impacts [GRI 308-2 a.]	[#] 11,464	/	/
3.3.7	Number of suppliers identified as having significant actual and potential negative environmental impacts [GRI 308-2 b.]	[#] 0	/	/
3.3.8	Significant actual and potential negative environmental impacts identified in the supply chain [GRI 308-2 c.]	[#] 0	/	/
3.3.9	Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment [GRI 308-2 d.]	[%] 0	/	/
3.3.10	Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why [GRI 308-2 e.]	[%] 0	/	/
3.3.11	Percentage of new suppliers that were screened using social criteria [GRI 414-1 a.]	[%] 99.5	/	/
3.3.12	Number of suppliers assessed for social impacts [GRI 414-2 a.]	[#] 11,464	/	/
3.3.13	Number of suppliers identified as having significant actual and potential negative social impacts [GRI 414-2 b.]	[#] 0	/	/
3.3.14	Significant actual and potential negative social impacts identified in the supply chain [GRI 414-2 c.]	[#] 0	/	/
3.3.15	Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment [GRI 414-2 d.]	[%] 0	/	/
3.3.16	Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why [GRI 414-2 e.]	[%] 0	/	/

¹ For all data labelled with "/" the information is unavailable due to the unavailability of the respective internal reporting systems. ² The definition used for "significant locations of operation" is "at our headquarters," in Germany [GRI 204-1 c]. ³ The definition used for "local" is Europe, because this is the geographic market where DKV Mobility Group operates [GRI 204-1 b].

ESG accounting principles

01 Environmental performance

GHG emissions accounting

DKV Mobility Group has set science-based near-term climate targets for 2030, and a net-zero target for 2050. The targets were defined according to guidelines, criteria, and recommendations of the Corporate Net-Zero Standard. DKV Mobility Group has had its climate targets validated by the Science Based Targets initiative (SBTi) in 2024. Greenhouse gas (GHG) emissions data are reported on the basis of the GHG Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. GHG emission factors come from the ecoinvent Database 3.6 for the reporting years 2022 and 2023 and from the ecoinvent Database 3.10 for 2024. The assessment method is IPCC 2013 (GWP 100a) for ecoinvent 3.6 and IPCC 2021 (GWP 100a) for ecoinvent 3.10. The base year (BY) for DKV Mobility's GHG emissions reporting is 2022. GHG emissions data is reported in tons of CO₂ equivalents (t CO₂e) and presented at Group level. Environmental-related data are collected per asset (office/building) that is owned or leased by a legal entity. For these offices/buildings, environmental activity data are collected. In addition, activity data is collected on product level. These figures are then consolidated line by line.

Extrapolation methodology

The GHG emissions data calculation is based on three distinct data sources for the individual assets. Whenever possible, data was systematically collected using verifiable evidence. In cases where, for example, specific monthly invoices were missing, an average was computed for the absent months. If certain metrics lacked sufficient data for

a particular asset, extrapolation was employed based on the metrics of the other assets. The foundation for these extrapolations included the number of active employees or the office space in square meters. In particular, the number of active employees was used to extrapolate missing data in the categories of air travel – number of flights, and train travel – train kilometers. The number of square meters were used for the categories of electricity consumption (in kWh), heat consumption (in kWh), fuel (in l) and electricity consumption of company vehicles (in kWh), and water consumption (in m³) to extrapolate missing data. The residual/household waste volume (in kg) and the consumption of office materials is extrapolated based on the active employees for all locations by means of the consumption at the headquarters in Germany. The beverage consumption is calculated on a statistical basis. Continuous efforts are underway to enhance the data quality with the goal of directly capturing all metrics from every entity using reliable evidence and for every product using Product Carbon Footprints (PCFs).

Definition of GHG emissions

The following definitions present the Scope 1, 2, and 3 emission categories of the GHG Protocol that are included in our GHG emissions data and defined as relevant for DKV Mobility Group's climate targets and decarbonization strategy.

Scope 1 emissions:

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

Scope 2 emissions (market-based):

Indirect emissions coming from the generation of purchased electricity and heat, including consumed electricity, district heating, as well as purchased electricity from electric company vehicles, calculated based on the specific energy purchases and contracts across DKV Mobility Group.

Scope 2 emissions (location-based):

Indirect emissions coming from the generation of purchased electricity and heat, including consumed electricity, district heating, as well as purchased electricity from electric company vehicles, calculated using the average emissions intensity of the grids where the energy consumption occurs.

Scope 3 emissions:

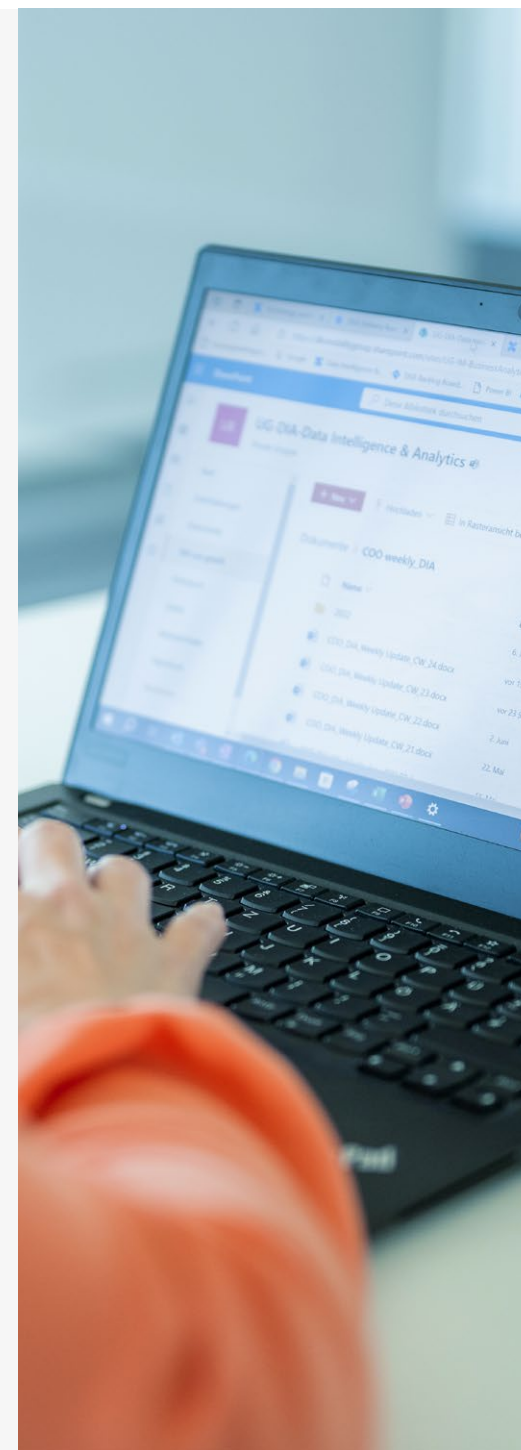
Indirect emissions created in the value chain as a result of DKV Mobility Group's business activities. Brackets refer to the respective GHG Protocol Scope 3 emission categories.

Purchased goods and services [# 3.1]:

Includes emissions from DKV service cards, Novofleet service cards, Road Solution PRO, S.L. (RSP) service cards, Smart Diesel service cards, toll boxes (DKV Box TISPL/TG-440, DKV Box Select/TRP-4010 (including variants of TISPL and VIAT), DKV Box Select/VTR850 (including variants of TISPL, VIAT, and ITALIA), DKV Box REETS/OBU 4021), DKV Box Europe, DKV LIVE Box, wallboxes (KEBA KeContact P30 and Compleo eBOX smart), and the upstream emissions from the production of fuels purchased for our fuel bunkering business (DKV UK, Road Solution PRO, S.L. (RSP))¹. In addition, emissions from printed matter (marketing

¹ Acquired Andamur fuel card business contains fuel bunkering business in Spain. Legal entity Road Solution PRO, S.L. (RSP) operates the fuel card business of the Spanish petrol station company GP Limite Andamur.

GRI: 305-1 b., c., d., e., f., g., 305-2 b., c., d., e., f., g., 305-3 b., c., d., e., f., g.



materials), office material (paper, toner cartridges), tap water, food, and beverages, as well as spend-based (consultancy, IT hosting, and cleaning services, etc.) are included.

Capital goods [# 3.2]:

Includes emissions from the production of IT devices purchased or acquired by DKV Mobility, including desktop computers, monitors, laptops and thin clients, tablets and smartphones, and printers. Furthermore, furniture purchases fall into this category.

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

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

Upstream transportation & distribution [# 3.4]:

Includes emissions from third-party transportation and distribution services purchased by DKV Mobility Group, including inbound transports to DKV Mobility Group as well as outbound transports paid by DKV Mobility Group.

Waste generated in operations [# 3.5]:

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

Business travel [# 3.6]:

Includes emissions from the transportation of employees for business-related activities in aircrafts and trains owned and operated by third parties.

Employee commuting [# 3.7]:

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

Upstream leased assets [# 3.8]:

Not applicable in the scope of DKV Mobility Group's business model and activities.

Downstream transportation and distribution [# 3.9]:

Not applicable in the scope of DKV Mobility Group's business model and activities.

Processing of sold products [# 3.10]:

Not applicable in the scope of DKV Mobility Group's business model and activities.

Use of sold products [# 3.11]:

Includes direct use-phase emissions of sold products over their expected lifetime, i.e., fuel bunkering, DKV LIVE Boxes, and wallboxes.

End-of-life treatment of sold products [# 3.12]:

Includes waste disposal of products sold by DKV Mobility Group at the end of their life, i.e., toll boxes (see 3.1 for further reference), DKV LIVE Boxes, wallboxes, and service cards.

Downstream leased assets [# 3.13]:

Not applicable in the scope of DKV Mobility Group's business model and activities.

Franchises [# 3.14]:

Not applicable in the scope of DKV Mobility Group's business model and activities.

Investments [# 3.15]:

Includes operation of investments (equity investments only) and in the reporting year, not included in Scope 1 or Scope 2.

Changes affecting data in 2024 and restatement of data from prior years

For our new climate targets, we set 2022 as the base year. To accurately track progress towards our GHG emissions targets and in accordance with the GHG Protocol as well as the SBTi Corporate Net-Zero Standard, we adjust our base year emissions inventory and data from prior years to account for significant changes, or when structural or methodological changes occur (change of emission factors, acquisitions, divestures, mergers, data errors, or any other significant changes (e.g., extension of office space)).

Emission factors:

Emission factors from the internationally recognized ecoinvent database are used for the accounting of GHG emissions. For the reporting years 2022 and 2023, emissions factors from the ecoinvent Version 3.6 were applied. In 2024, we updated the emission factors by applying the ecoinvent Version 3.10.

Acquisitions:

For acquisitions that did not identify or report GHG emissions accurately and in line with our accounting standards in the years before their takeover, GHG emissions of the year in which the structural event happened or the year in which GHG emissions were collected for the first time were used for the recalculation of GHG emissions data for the base year, the reporting year, and all the years between the base year and reporting year. GHG emissions that were identified from available data sources of the acquired companies in the year of the acquisition were used and added to the previous years at the same quantity. For GHG emissions with no reliable data according to DKV Mobility's accounting standard, data were extrapolated.

Key definitions of environmental performance KPIs

The following KPI definitions are subject to the information mentioned on the previous page.

1.1.1	Total office space (in m²): Square meters of occupied office space. Includes all office spaces used by DKV Mobility Group where at least one employee has a permanent place of work.	1.1.2.5	Total energy (electricity, heating, fuel) consumption from nuclear sources (in kWh): Energy consumption from nuclear sources (nuclear energy).	1.1.4	Total heat consumption (in kWh): Total consumption encompassing all heating types used (natural gas, fuel oil, district heating, biogas, wood chips, geothermal energy, etc.).	1.3.1	Total fuel consumption (in l): Diesel and petrol fuel consumption of company cars that use a DKV service card.
1.1.2	Total energy (electricity and heating) consumption related to own operations (in kWh): Energy consumption (in kWh) encompasses all purchased and self-generated electricity (if applicable), heating/cooling in kilowatt hours. The energy consumption metrics refer to the energy consumption (electricity, heating, and cooling) at office locations/buildings and does not include the fuel consumption caused by company vehicles.	1.1.2.6	Share of total energy (electricity, heating, fuel) consumption from nuclear sources (in %): Proportion of total energy consumption that comes from nuclear sources.	1.1.4.1	Heat consumption from non-renewable sources (in kWh): Heat consumed through non-renewable sources, such as natural gas, fuel oil, district heating.	1.3.2	Total electricity consumption of company vehicles (in kWh): Electricity consumption of company cars that use a DKV service card, does not include the electricity charged by using a wallbox at the headquarters in Ratingen.
1.1.2.1	Energy consumption from non-renewable sources (in kWh): Energy consumption from non-renewable sources (such as nuclear, coal, etc.).	1.1.2.7	Total energy intensity ratio (in kWh/m²): The energy intensity ratio is reported as the total energy consumption (in kWh) divided by office space in square meters (m²). The organization-specific metric (the denominator) chosen to calculate the ratio is square meters.	1.1.4.2	Heat consumption from renewable sources (in kWh): Heat consumed through renewable sources, such as geothermal energy, biogas, and wood chips.	1.4.1	Air travel, number of flights (in #): Number of any business-related flight segments (one-way) done by employees of DKV Mobility.
1.1.2.2	Energy consumption from renewable sources (in kWh): Energy consumption from renewable sources (such as solar, wind, geothermal energy, etc.).	1.1.3	Total electricity consumption (in kWh): Sum of renewable electricity consumption and conventional electricity consumption. Including electricity types used from non-renewables (nuclear, coal, etc.) and renewables (solar, wind, geothermal energy, etc.).	1.1.4.3	Share of renewable heat consumption (in %): Proportion of total heat consumption that comes from renewable sources.	1.4.2	Train travel, train kilometers (in km): Number of kilometers traveled for any business-related trips carried out by train by employees of DKV Mobility.
1.1.2.3	Change in renewable energy consumption (actual year/previous year) (in %): The change in renewable energy consumption measures the percentage difference in the consumption of renewable energy between the actual reporting year and the previous reporting year.	1.1.3.1	Electricity consumption from non-renewable sources (in kWh): Conventional electricity consumption encompassing non-renewable electricity types used (nuclear power, coal, etc.).	1.2.1	Total water consumption (in m³): Reported as the volume of all water that was withdrawn at offices and was consumed by humans or livestock.	1.4.3	Commuter travel, kilometers traveled to offices (in km): Number of kilometers commuted by employees of DKV Mobility between their homes and their workplaces.
1.1.2.4	Share of renewable energy consumption (in %): Proportion of total energy consumption that comes from renewable sources.	1.1.3.2	Electricity consumption from renewable sources (in kWh): Renewable electricity consumption encompassing renewable electricity types used (solar, wind, geothermal energy, etc.).	1.2.1.1	Water intensity ratio (in m³/m²): The water intensity ratio is reported as the water consumption divided by office space in square meters.	1.5.1	Total GHG emissions, Scope 1, 2, and 3 (in t CO₂e): GHG emissions are reported as the sum of reported Scope 1, Scope 2, and Scope 3 emissions.
		1.1.3.3	Share of renewable electricity consumption (in %): Proportion of total electricity consumption that comes from renewable sources.	1.2.2	Total waste (in kg): Waste includes residual/household waste, paper/cardboard/cartons waste, and lightweight packaging/plastic waste.	1.5.1.1	Scope 1 emissions (in t CO₂e): Direct emissions coming from our owned or controlled operations, including total generated heat and total diesel and gasoline fuel consumption from company vehicles.
				1.2.2.1	Waste intensity ratio (in kg/m²): The waste intensity ratio is reported as the waste consumption divided by office space in square meters.		

- 1.5.1.2 Scope 2 emissions market-based (in t CO₂e):**
Indirect emissions coming from the generation of purchased electricity and heat, including consumed electricity, district heating, as well as purchased electricity from electric company vehicles, calculated based on the specific energy purchases and contracts across DKV Mobility Group.
- 1.5.1.3 Scope 2 emissions location-based (in t CO₂e):**
Indirect emissions coming from the generation of purchased electricity and heat, including consumed electricity, district heating, as well as purchased electricity from electric company vehicles, calculated using the average emissions intensity of the grids where the energy consumption occurs.
- 1.5.1.4 Scope 3 emissions (in t CO₂e):**
Indirect emissions created in the value chain as a result of DKV Group's business activities.
- 1.5.2 Relative total GHG emissions reduction (actual year/previous year) (in %):**
The relative total GHG emissions reduction is reported as the reduction of total GHG emissions in relation to total GHG emissions of the previous year.
- 1.5.3 GHG emissions intensity ratio (Scope 1, 2 market-based, and 3); (total GHG emissions/revenue) (in t CO₂e/m €):**
The GHG emissions intensity ratio is reported as total GHG emissions (Scope 1, 2, and 3) divided by the revenue in million euros.
- 1.5.3.1 Scope 1 + Scope 2 market-based emissions intensity ratio (Scope 1 + Scope 2/revenue) (in t CO₂e/m €):**
The Scope 1 + Scope 2 market-based emissions intensity ratio, is reported as total Scope 1 and Scope 2 market-based emissions divided by the revenue in million euros.
- 1.5.3.2 Scope 1 + Scope 2 location-based emissions intensity ratio (Scope 1 + Scope 2/revenue) (in t CO₂e/m €):**
The Scope 1 + Scope 2 location-based emissions intensity ratio, is reported as total Scope 1 and Scope 2 location-based emissions divided by the revenue in million euros.

02 Social performance

The information in the Sustainability Report 2024 includes all significant impacts in the reporting period January 1–December 31, 2024. The social performance KPIs are reported for the current as well as for the two previous reporting periods.

Limitations

Employee training and education [# 2.13]:

Our non-financial reporting continues to develop steadily. Compared to the previous year 2023, the acquired subsidiaries Smart Diesel S.R.L. and Tax Refund were connected to our HR management system and to the training platform “we@DKV” (Cornerstone on Demand) and thus the employee training and education KPI reporting was extended.

The 2024 figures refer to active employees at DKV Mobility Group who took part in training and development sessions – without SV Transportservice GmbH, Road Solution PRO, S.L., Andamur Europe S.A., Pro RS Portugal, Lda., and GM Fuel Road (acquired in 2024). The entities Easytrip Services Ireland Limited and LIS Logistische Informations-systeme GmbH are not connected to “we@DKV” but report their employee training and education data to the DKV Mobility Group’s HR team and are therefore included. The employee training and education figures include trainees and working students (excluding interns) and all employees who left the company but had still completed training courses during the reporting period.

For comparison, the 2023 figures referred to active employees at DKV Mobility Group who took part in training and development sessions – excluding Easytrip Services Ireland Limited. This included trainees and working students (excluding interns) and all employees who left the company but had still completed training courses during the reporting period.

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

> Training sessions:

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

> Learning on the job:

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

> Disabilities [# 2.14]:

In 2024, 2023, and 2022 the figures regarding the “Number of employees with disabilities” and “Average degree of disability” apply to employees at DKV Mobility’s headquarters in Germany only.

Key definitions of social performance KPIs

The following KPI definitions are subject to the information mentioned on the previous page.

2.1 Number of employees Total number of employees (active and inactive, counted by individual), including working students but excluding temp-work agency employees and freelancers. Counted at the end of the reporting period.	2.4 Employment contract Contract as recognized under national law or practice.	2.7 Part-time managers Percentage of all part-time managers. This includes all employees who work part-time as per the definition under 2.5 and who fall into the "Managers" category as per 2.3.	2.13.1 Total hours of training Total number of training hours provided to employees. Based on DKV Mobility Group's active employees.
2.1.1 Active employees Total number of active employees. This includes all full-time and part-time employees of DKV Mobility Group as well as working students.	2.4.1 Permanent Percentage of all permanent employment contracts held by the employees. A permanent employment contract is a contract with an employee for full-time or part-time work, valid for an indeterminate period.	2.8 Average length of service The arithmetic mean of the number of years that employees have so far worked for DKV Mobility Group.	2.13.2 Average hours of training provided per employee Total average hours of training provided to employees. Based on DKV Mobility Group's active employees.
2.1.2 Inactive employees Total number of inactive employees. This includes all full-time and part-time employees of DKV Mobility Group who are on maternity and parental leave, long-term sick leave, and on paid leave of absence.	2.4.2 Temporary Percentage of all temporary employment contracts held by the employees. A temporary employment contract is of limited duration or is terminated by a specific event, including the end of a project or work phase or the return of substituted employees.	2.9 Average age of employees The arithmetic mean of the age of the workforce in the reporting period.	2.13.3 Average days of training provided per employee Total average days of training provided to employees. Based on DKV Mobility Group's active employees.
2.1.5 Age groups to Percentage of all employees split into the following age groups: 16–30 years old, 31–40 years old, 41–50 years old, and over 51 years old.	2.5. Part-time employees Percentage of all part-time employees. A part-time employee is an employee whose working hours per week, month, or year are less than those of a full-time employee, as defined in the following. A full-time employee is an employee whose working hours per week, month, or year are defined according to national legislation and practice regarding working time.	2.10 Employee turnover/attrition rate Total rate of employee turnover in the reporting period. Based on termination of permanent contracts, without retirements and deaths. Expressed in percentages.	2.14 Disabilities Reporting on disability.
2.2 Nonmanagerial employees Total number of nonmanagerial employees. This includes all employees who do not fall into the "Managers" category (see 2.3).	2.6 Part-time non-managerial employees Percentage of all part-time non-managerial employees. This includes all employees who work part-time as per the definition under 2.5 and do not fall into the "Managers" category as per 2.3.	2.11 New employee hires This comprises the total number of new-employee hires in the reporting period.	2.14.1 Number of employees with disabilities Total number of employees with disabilities, as evaluated by a competent authority during a comprehensive assessment in accordance with the procedure prescribed under national law or practice.
2.3 Managers Total number of managers. Includes the company's Management Board, Executive Board, Executive Committee, Vice Presidents, Directors, Head of Sales Unit Leaders, Team Managers, and Team Leaders.		2.12 Employees that took parental leave, by gender Total number of employees who took parental leave. Parental leave is the leave granted to employees of all genders following the birth of a child.	2.14.2 Average degree of disability Extent of deterioration in a person's health condition and loss of independence in daily activities and self-development possibilities evaluated by a competent authority during a comprehensive assessment in accordance with the procedure prescribed under national law or practice. It is expressed in percentages.
		2.13 Employee training and education Training and education refers to all types of vocational training and instruction and/or external education that is provided by the company. For further information, please see the "Limitations" section.	

03 Governance performance

Limitations

The information in the Sustainability Report 2024 includes all significant impacts in the reporting period January 1–December 31, 2024. The governance performance KPIs are reported for the current as well as for the two previous reporting periods.

Additional information “Responsible value chain management”

The governance performance data KPIs presented in this section refer to suppliers for indirect materials and services (KPIs # 3.3.1–3.3.4) as well as to all suppliers of DKV Mobility Group (KPIs # 3.3.5–3.3.20). As the topic of “Responsible value chain management” (previously “Sustainable procurement”) has been classified as material, the KPI reporting was expanded in accordance with the GRI Standard requirements for the disclosures GRI 204: Procurement Practices 2016, GRI 308: Supplier Environmental Assessment 2016, and GRI 414 Supplier Social Assessment. Furthermore, the GRI 408: Child Labor 2016 has been included in the KPI reporting as well due to the additional material topic “Responsible value chain management.” The KPI is reported in the report section “Responsible value chain management” and not included in the ESG performance data table itself.

Suppliers for indirect materials and services [# 3.3.1]:

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

Main suppliers for indirect materials and services committed to DKV Mobility’s Code of Conduct (CoC) for Suppliers and Business Partners [# 3.3.2]: Main indirect suppliers are suppliers for indirect materials and services with annual expenses of > €25,000. DKV Mobility’s main suppliers for indirect materials and services are categorized as follows:

> A suppliers:

A suppliers are suppliers of indirect materials and services that account for the top 70 percent of our main indirect supplier expenses per year, plus suppliers who have a higher ESG relevance/higher ESG risk potential. ESG relevance/ESG risk potential arises, for example, due to main production sites of Tier 1 suppliers in high-risk countries according to the “Countries’ Risk Classification” outlined by the association amfori Business Social Compliance Initiative (BSCI) (2021) or for products that are made of natural resources/critical raw materials (e.g., wood, palm (kernel) oil, rare earth elements) or for products that are purchased in larger quantities or for products/services with a potentially high carbon footprint (e.g., flights taken by consultants).

> B suppliers:

B suppliers are suppliers of indirect materials and services that account for the next 20 percent of a year’s main indirect supplier expenses.

> C suppliers:

C suppliers are suppliers of indirect material and services that account for the lowest ten percent of our main indirect supplier expenses per year as long as there are annual expenses within DKV Mobility Group of more than €25,000.

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

Key definitions of governance performance KPIs

3.1 Business ethics	3.1.6 Confirmed corruption incidents	3.2 Data ethics	3.2.3 Share of employees that completed mandatory information security training
3.1.1 Employees the CoC and procedures have been communicated to Total number of employees that the compliance policies and procedures have been communicated to. Addresses active employees of DKV Mobility Group.	Total number of confirmed incidents of corruption during the reporting period.	3.2.1 Operational sites with ISO/IEC 27001 certified Information Security Management System (ISMS)	Total percentage of employees that have received mandatory training on information security. Quota refers to active employees of DKV Mobility Group.
Total number of employees that the compliance policies and procedures have been communicated to. Addresses active employees of DKV Mobility Group.	3.1.7 Confirmed incidents in which employees were dismissed or disciplined for corruption Total number of confirmed incidents in which employees were dismissed or disciplined for corruption in the reporting period.	Operational sites covered by external ISO/IEC 27001 certification in the reporting period. At DKV Mobility, we define an operational site as a site where integral functions of the business are performed, more or less independently from headquarter activities. With integral functions we mean own operational business activities performed by the operational sites such as product management, core operations, and central services. For those operational sites, own location specific ISO certifications such as ISO/IEC 27001 (Information Security Management System) are reasonable, as they do not benefit from shared central processes and services of the headquarters. On the other hand, integral functions of the sales units are steered and managed centrally by headquarter operations and consequently the value from headquarter certification management systems covers the activities of the sales units. The quota is based on the total number of active employees of DKV Mobility Group.	3.2.4 Confirmed information security incidents
3.1.2 Share of employees the CoC and procedures have been communicated to Total percentage of employees that the compliance policies and procedures have been communicated to. Quota refers to active employees at DKV Mobility Group.	3.1.8 Public legal cases regarding corruption		Total number of confirmed incidents of information security during the reporting period.
Public legal cases regarding corruption brought against DKV Mobility or our employees during the reporting period.	3.1.9 Incidents of discrimination		3.2.5 Employees that completed mandatory data privacy management training
3.1.3 Employees that completed mandatory compliance training Total number of employees that have received mandatory training on compliance. Addresses active employees at DKV Mobility Group.	Total number of incidents of discrimination during the reporting period.		Total number of employees that have received mandatory training on data privacy management. Addresses active employees of DKV Mobility Group.
Addresses active employees at DKV Mobility Group.	3.1.10 Significant instances of non-compliance with laws and regulations Total number of significant instances of non-compliance with laws and regulations during the reporting period.		3.2.6 Share of employees that completed mandatory data privacy management training
3.1.4 Share of employees that completed mandatory compliance training Total percentage of employees that have received mandatory training on compliance. Quota refers to active employees at DKV Mobility Group.			Total percentage of employees that have received mandatory training on data privacy management. Quota refers to active employees of DKV Mobility Group.
Total percentage of employees that have received mandatory training on compliance. Quota refers to active employees at DKV Mobility Group.			3.2.7 Substantiated complaints received concerning breaches of customer privacy
3.1.5 Whistleblowing reports received/cases brought through dispute resolution mechanisms Total number of whistleblowing reports received/cases brought through dispute resolution mechanisms using DKV Mobility's available channels for reporting (online whistleblowing system, compliance hotline or compliance e-mail to the Group Compliance Office) during the reporting period.		3.2.2 Employees that completed mandatory information security training	Total number of incidents of non-compliances with existing legal regulations and (voluntary) standards regarding the protection of customer privacy during the reporting period. "Substantiated complaint" is a written statement by a regulator or similar official body addressed to DKV Mobility that identifies breaches of customer privacy, or a complaint lodged with DKV Mobility that has been recognized as legitimate by us.
		Total number of employees that have received mandatory training on information security. Addresses active employees at DKV Mobility Group.	

<p>3.2.7.1 Complaints received from outside parties and substantiated by the organization Total number of complaints received from outside parties regarding the protection of customer privacy and substantiated by DKV Mobility.</p>	<p>3.3.3 Confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption during the reporting period.</p>	<p>3.3.6 Number of suppliers assessed for environmental impacts Total number of suppliers of DKV Mobility Group that were assessed for environmental impacts. Assessed for environmental impacts refers to a risk identified under one of the following filter criteria in the DKV Mobility supplier screening tool "Trustnet.Trade®," "Environmental Performance Index," and/or "UN Environmental Governance Ratification Score."</p>	<p>3.3.10 Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why Total percentage of suppliers for whom the business relationship was terminated because of identified environmental impacts. Quota refers to active suppliers of DKV Mobility Group in the reporting year.</p>
<p>3.2.7.2 Complaints from regulatory bodies Total number of incidents of non-compliances with existing legal regulations regarding the protection of customer privacy.</p>	<p>3.3.4 Percentage of the procurement budget used for significant locations of operation spent on indirect suppliers local to that operation Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally). "Local supplier" is an organization or person that provides a product or service to DKV Mobility that is based in the same geographic market. DKV Mobility Group's definition used for "local" [GRI 204-1 b.] is Europe, because this is the geographic market where DKV Mobility Group operates. Our definition used for "significant locations of operation" [GRI 204-1 c.] is "at our headquarters," in Germany.</p>	<p>3.3.7 Number of suppliers identified as having significant actual and potential negative environmental impacts Number of suppliers for whom an environmental impact was identified. Environmental impact refers to a risk identified under one of the following filter criteria in the DKV Mobility supplier screening tool "Trustnet.Trade®," "Environmental Performance Index," and/or "UN Environmental Governance Ratification Score."</p>	<p>3.3.11 Percentage of new suppliers that were screened using social criteria Percentage of new suppliers that were screened using social criteria. "New supplier" refers to all suppliers of DKV Mobility Group with whom a business relation was entered in the reporting year. "Social criteria" refers to the filter criteria "Global Rights Index," "Global Slavery Index," and/or "UNICEF Statistik über die Verbreitung von Kinderarbeit" being activated in the DKV Mobility supplier screening tool "Trustnet.Trade®."</p>
<p>3.3 Responsible Value Chain Management</p>			
<p>3.3.1 Suppliers for indirect materials and services Suppliers for indirect materials and services cover, for instance, the fields of professional services (consulting, interim management, recruiting), IT (hardware, software, services), marketing (advertising materials, events, services), office supplies (consumables, furniture), travel (business trips and mobility services), and facility management (maintenance and cleaning services, energy contracts).</p>	<p>3.3.5 Percentage of new suppliers that were screened using environmental criteria Percentage of new suppliers that were screened using environmental criteria. "New supplier" refers to all suppliers of DKV Mobility Group with whom a business relation was entered in the reporting year. "Environmental criteria" refers to the filter criteria "Environmental Performance Index" and/or "UN Environmental Governance Ratification Score" being activated in the DKV Mobility supplier screening tool "Trustnet.Trade®."</p>	<p>3.3.8 Significant actual and potential negative environmental impacts identified in the supply chain Total number of environmental impacts identified in the supply chain. Environmental impact refers to a risk identified under one of the following filter criteria in the DKV Mobility Group's supplier screening tool "Trustnet.Trade®," "Environmental Performance Index," and/or "UN Environmental Governance Ratification Score."</p>	<p>3.3.12 Number of suppliers assessed for social impacts Total number of suppliers of DKV Mobility Group that were assessed for social impacts. Assessed for social impacts refers to a risk identified under one of the following filter criteria in the DKV Mobility supplier screening tool "Trustnet.Trade®," "Global Rights Index," "Global Slavery Index," and/or "UNICEF Statistik über die Verbreitung von Kinderarbeit."</p>
<p>3.3.2 Share of main suppliers for indirect materials and services that comply with our Code of Conduct (CoC) for Suppliers and Business Partners Ratio of suppliers for indirect materials and services (with annual main indirect supplier expenses of > €25,000) who accepted the Code of Conduct (CoC) for Suppliers and Business Partners in comparison to all suppliers for indirect materials and services (with annual main indirect supplier expenses of > €25,000).</p>		<p>3.3.9 Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment Total percentage of suppliers for whom an environmental impact was identified. Quota refers to active suppliers of DKV Mobility Group in the reporting year.</p>	<p>3.3.13 Number of suppliers identified as having significant actual and potential negative social impacts Number of suppliers for whom a social impact was identified. Social impact refers to a risk identified under one of the following filter criteria in the DKV Mobility supplier screening tool "Trustnet.Trade®." "Social criteria" refers to the filter criteria</p>

"Global Rights Index," "Global Slavery Index," and/or "UNICEF Statistik über die Verbreitung von Kinderarbeit" being activated in the DKV Mobility supplier screening tool "Trustnet.Trade®."

3.3.14 Significant actual and potential negative social impacts identified in the supply chain

Total number of social impacts identified in the supply chain. Social impact refers to a risk identified under one of the following filter criteria "Global Rights Index," "Global Slavery Index," and/or "UNICEF Statistik über die Verbreitung von Kinderarbeit" in the DKV Mobility supplier screening tool "Trustnet.Trade®."

3.3.15 Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment

Total percentage of suppliers for whom a social impact was identified. Quota refers to active suppliers of DKV Mobility Group in the reporting year.

3.3.16 Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why

Total percentage of suppliers for whom the business relationship was terminated because of identified social impacts. Quota refers to active suppliers of DKV Mobility Group in the reporting year.

3.3.17 Operations and suppliers considered to have significant risk for incidents of child labor

Number of suppliers for whom an incident of child labor was identified. "Suppliers" refers to all suppliers of DKV Mobility Group

with whom a business relation was entered in the reporting year. Identification via the filter criteria "UNICEF Statistik über die Verbreitung von Kinderarbeit" in the DKV Mobility supplier screening tool "Trustnet.Trade®."

3.3.18 Operations and suppliers considered to have significant risk for incidents of young workers exposed to hazardous work

Number of suppliers for whom an incident of young workers exposed to hazardous work was identified. "Suppliers" refers to all suppliers of DKV Mobility Group with whom a business relation was entered in the reporting year. Identification via the filter criteria "UNICEF Statistik über die Verbreitung von Kinderarbeit" in the DKV Mobility supplier screening tool "Trustnet.Trade®."

3.3.19 Operations and suppliers considered to have significant risk for incidents of child labor either in terms of: type of operation (such as manufacturing plant) and supplier

Description of type of operation for suppliers for whom an incident of child labor was identified. "Suppliers" refers to all suppliers of DKV Mobility Group with whom a business relation was entered in the reporting year.

3.3.20 Operations and suppliers considered to have significant risk for incidents of child labor either in terms of: countries or geographic areas with operations and suppliers considered at risk

Description of countries and geographic area for suppliers for whom an incident of child labor was identified. "Suppliers" refers to all suppliers of DKV Mobility Group with whom a business relation was entered in the reporting year.

Memberships

In the reporting period, DKV Mobility was a member of the following key organizations and associations¹:

AETIS (Association of Electronic Toll and Interoperable Service)

A European association of service providers for electronic tolling systems, particularly the European Electronic Toll Service (EETS). Detailed information can be found [here](#).

ASTAG (Schweizerischer Nutzfahrzeugverband)

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

BBM (Bundesverband Betriebliche Mobilität e.V.)

Founded as an association of fleet operators, this organization represents the interests of its members, which operate fleets between five and 30,000 vehicles. Detailed information can be found [here](#).

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

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

ChargeUp Europe

An alliance advocating for the EV charging industry, working towards the rapid deployment of charging infrastructure across Europe and a seamless charging experience for all EV drivers. Detailed information can be found [here](#).

DGFP (Deutsche Gesellschaft für Personalführung e.V.)

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

econsense Sustainability Competence Program

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

eViolin

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

Fleet Cards Europe (FCE)

Represents the independent fleet card providers in Europe. FCE members represent a major share of the B2B fuel card market in Europe and the membership base includes key independent players in this market, which are headquartered and operate all over the continent. Detailed information can be found [here](#).

FVA (Fuhrparkverband Austria)

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

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

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

Hydrogen Europe

A federation of more than 30 national associations and over 600 member companies from over 40 EU regions united in this European umbrella association of hydrogen-processing companies. Detailed information can be found [here](#).

IRU (International Road Transport Union)

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

IWiL (Initiative Women into Leadership e.V.)

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

ProMobilität (Initiative für Verkehrsinfrastruktur e.V.)

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

sffv (Schweizer Mobilitätsverband sffv)

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

Transfrigoroute Deutschland e.V.

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

United Nations Global Compact

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

UN Global Compact Network Germany

The UN Global Compact Network Germany, as part of the United Nations Global Compact, facilitates an engaged network of ambitious businesses with more than 1,200 participants in Germany who take accountability for the Ten Principles and Sustainable Development Goals (SDGs).

UNITI (Bundesverband mittelständischer Mineralölunternehmen e.V.)

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

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

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

¹ A selection of key organizations of which the company is a part. The complete list of German associations that DKV EURO SERVICE GmbH & Co. KG is a part of can be found in the transparency register of the Federal Republic of Germany.

GRI content index

The Sustainability Report 2024 of DKV MOBILITY GROUP SE (the "Company" and, together with its subsidiaries, the "Group," "DKV Mobility Group," "DKV Mobility," "we," "our," and "us") has been prepared in accordance with the GRI Universal Standards 2021 and focuses on the reporting principles of accuracy, balance, clarity, comparability, completeness, as well as sustainability context, timeliness, and verifiability.

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

Limited assurance statement

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

To DKV MOBILITY GROUP SE, Ratingen

We have been engaged to perform a limited assurance engagement on the disclosures in the sustainability report of DKV MOBILITY GROUP SE, Ratingen (hereinafter "the Company"), for the period from 1 January to 31 December 2024 (hereinafter the "Report").

Management's Responsibility for the Sustainability Report

Company's Management is responsible for the preparation and presentation of the Sustainability report in accordance with the principles stated in the Sustainability Reporting Standards of the Global Reporting Initiative (hereinafter the "GRI-Criteria").

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

Audit Firm's Independence and Quality Management

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

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

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

Practitioner's Responsibility

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

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

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised). This Standard requires that we plan and perform the assurance engagement to allow us to conclude with limited assurance that nothing has come to our attention that causes us to believe that the disclosures Company's Report for the period from 1 January to 31 December 2024 have not been prepared, in all material aspects, in accordance with the GRI-Criteria.

In a limited assurance engagement the evidence-gathering procedures are more limited than for a reasonable assurance engagement and therefore less assurance is obtained than in a reasonable assurance engagement. The procedures selected depend on the practitioner's judgment, including the assessment of the risk of material misstatement of the Report with the GRI-Criteria.

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

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

Conclusion

Based on our limited assurance engagement, nothing has come to our attention that causes us to believe that, in all material respects, the disclosures in the Company's Report for the period from 1 January to 31 December 2024 have not been prepared, in all material aspects, in accordance with the GRI-Criteria.

Restriction on Use

Our report is issued to the Company. The accompanying Report has been prepared for specific purposes of the Company and may not be suitable for other purposes.

General Terms of Engagement

We issue this report on the basis of the engagement agreed with the Company, which comprises the attached General Engagement Terms for Wirtschaftsprüferinnen, Wirtschaftsprüfer und Wirtschaftsprüfungsgesellschaften [German Public Auditors and Public Audit Firms] as of January 1, 2024, which are also applicable to third parties.

Düsseldorf, 3 June 2025

PricewaterhouseCoopers GmbH
Wirtschaftsprüfungsgesellschaft

Theres Schäfer
Wirtschaftsprüferin
(German Public Auditor)

ppa. Karina Höller

Contact details

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With its registered seat in Ratingen, Germany, registered with the Commercial register (*Handelsregister*) of the local court (*Amtsgericht*) of Düsseldorf, Germany, under HRB 94946, Legal Entity Identifier ("LEI").

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