



Sustainability Report 2022

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Targets and Key Performance Indicators
Sustainability Strategy and Management
Compliance and Responsibility
Responsible Employer

Health and Safety
Environment
Products and Solutions
Sustainability within the Supply Chain
Community Engagement



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This Sustainability Report sets out the sustainability actions and initiatives undertaken by STILL GmbH within the European Economic Area, the Middle East and Africa (EMEA) during the 2022 reporting year. STILL GmbH was first founded by Hans Still back in 1920 based on creativity, entrepreneurial spirit and high quality standards, and has since developed into a prominent brand with a strong international reputation. Today the company is part of the KION Group and a leading supplier of internal logistics solutions, with a portfolio that includes forklift trucks, warehouse trucks, networked systems, and support services.

The following report uses a combination of facts and figures to describe the strategies, initiatives, targets, and key performance indicators employed by STILL to manage and measure its actions towards a sustainable future.

Reporting Period and Scope

This STILL Sustainability Report for 2022 covers the 2022 financial year from January 1 to December 31, 2022. Some of the sustainability initiatives described in the report extend beyond this period and this content will continue to be updated. The report covers all STILL consolidated companies based in 22 countries in the EMEA region (operational structure), including their plants and sales and service organizations.

As part of the KION Group, STILL EMEA remained a core brand within the KION ITS EMEA Operating Unit during the 2022 financial year.

As a fully consolidated subsidiary of the KION Group, STILL must be the subject of a separate non-financial report in accordance with Sections 315b and 315c in conjunction with Sections 289c to 289e of the German Commercial Code (HGB). This obligation is fulfilled by the sustainability reporting of the parent group, since the Group non-financial report—based on the material issues identified through the regularly updated Group-wide materiality analysis—forms part of the [KION Group Sustainability Report 2022](#). The limited assurance report produced by an independent auditor for the KION Group Sustainability Report in line with Section 315b of the German Commercial Code (HGB), the EU Taxonomy Regulation (2020/852), and the GRI standards (Global Reporting Initiative) is available on the [KION Group website](#). The KION Group Sustainability Report 2022 also fulfills the requirements of

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the SASB (Sustainability Accounting Standards Board) as stipulated in the 'Industrial Machinery & Goods' sector standard (version 2018-10), as well as the recommendations of the TCFD (Task Force on Climate-related Financial Disclosures).

Recording of Data and Information

The standardized key performance indicators (KPI) used in this report were primarily collected through 36 reporting units. Seven of these units cover individual production and administrative sites—known as plants—while the remaining 29 units cover the sales and service organizations, with multiple sites combined within a single reporting unit in some cases. Any deviations in this data recording are highlighted at the appropriate point, for instance in exceptional cases where not all employees or subsidiaries are included in this report.

The figures in this Sustainability Report have been rounded, so there may be discrepancies between the totals listed for individual entries in the tables and the overall totals indicated, as well as between the figures in the tables and the corresponding analysis within the body text of the report. All percentage adjustments and KPIs have been calculated based on the underlying data.

The data that underpins the key figures in this report was collected across the company using the software program WeSustain.

Forward-looking Statements

This report contains forward-looking statements based on the current plans, objects, forecasts, and estimates of the STILL Management Board. The Management Board can provide no guarantee that these statements will prove to be correct. There are many different risks and uncertainties that could impact the future development of STILL EMEA and its subsidiaries, as well as its results, meaning actual events or results could differ from those reflected in the forward-looking statements.

Further Information and Resources

Additional information about STILL's sustainability strategy can be found on the company's website at www.still.de.

Additional information about sustainability within the KION Group as a whole can be found on the KION Group website and in the [KION Group Annual Report 2022](#).

Targets and Key Performance Indicators

Targets and Key Performance Indicators



Selection of Key Performance Indicators Relevant for Sustainability

Full details of the key performance indicators and data can be found in the relevant chapters of this report.

Environment	2022	2021	2020
ISO 14001 certification rate ¹	89%	87%	71%
Energy use	689,477 GJ	718,734 GJ	481,779 GJ
Greenhouse gas emissions (Scope 1 + 2) ²	37,293 t CO ₂ e	39,167 t CO ₂ e	25,543 t CO ₂ e
Greenhouse gas emissions (Scope 3) ²	10,038 t CO ₂ e	10,333 t CO ₂ e	6,808 t CO ₂ e
Water consumption	117,979 m ³	110,876 m ³	45,091 m ³
Waste produced	25,245 t	28,689 t	15,296 t

Key Performance Indicators for STILL EMEA

Employees	2022	2021	2020
Percentage of female employees	14%	13%	14%
ISO 45001 certification rate ¹	89%	87%	71%
LTI (lost time injuries) ³	168	203	169
Accident frequency rate ⁴	12.3	15.6	14.9

[1] Or equivalent standards, based on all sites

[2] Greenhouse gas emissions in kilograms of CO₂ equivalent; Scope 1 + 2 market based, Scope 3.3 location based

[3] Resulting in an employee being off work for at least one day

[4] Number of accidents per one million hours worked that result in an active employee being off work for at least one day

Key Targets

STILL's sustainability targets align with the key targets set out in the KION Group sustainability strategy and include both Group-wide actions and individual measures within specific organizational units.

Group-Wide Targets

Dimension	Action field	Targets	Target year
People	Occupational health and safety	Reduce accident frequency rate by 5% per year (based on annual upper limit, with long-term goal of eliminating all accidents in the workplace)	Annual
		Achieve 100% ISO 45001 ¹ certification rate (across all sites)	2024
	Talent	Increase employee satisfaction levels to an engagement score of at least 75, with a participation rate of at least 68%, as measured by annual employee surveys conducted worldwide	2023
		Ensure no cases of non-compliance with KION Group minimum employment standards	Ongoing
Products	Product and solution sustainability	Move towards primarily electric product range, including battery and fuel cell powered products, by increasing proportion of electric trucks sold annually to 90%	2027
		Increase average charging efficiency of electric trucks	2027
	Product and solution safety	Increase average number of safety features per industrial truck to 4 and fit 10% of products with active safety features	2027
Processes	Climate and energy	Achieve absolute reduction in greenhouse gas emissions (Scopes 1, 2 + 3) in metric tons of CO ₂ e compared to 2021 ² levels: <ul style="list-style-type: none"> - Near term 	2030
		<ul style="list-style-type: none"> Scopes 1 + 2: 4.2% reduction per year Scope 3: 2.5% reduction per year - Long term Scopes 1, 2 + 3: 100% reduction to achieve net zero	By 2050

	Achieve CO ₂ -neutrality for products and solutions throughout the use phase (measured in metric tons of CO ₂ e Scope 3 greenhouse gas emissions generated through use of products and solutions delivered each year)	By 2050
	Achieve absolute reduction of 30% (in comparison to 2017 levels) in total energy-related greenhouse gas emissions from own operations in metric tons of CO ₂ e (Scopes 1, 2 + 3)	2027
	Achieve 100% ISO 14001 ¹ certification rate	2024
Circularity	In progress	
Supply chain	Publish EcoVadis score or equivalent rating ³ (corporate social responsibility performance) for:	
	25% of top spend on strategic suppliers	2022
	100% of strategic and high-risk suppliers ⁴	2023
	100% of direct suppliers	2025
	Define and communicate a minimum EcoVadis score ³ (or equivalent 2023 rating) for all suppliers	
	Enforce minimum EcoVadis score as mandatory requirement for suppliers	2027
Sustainable governance	Achieve 'Gold' EcoVadis rating for all Operating Units and the KION Group	2027
	S&P Global Corporate Sustainability Assessment (CSA) Achieve score ≥ 70 points for the KION Group	2027

[1] Or equivalent standards

[2] A final resolution on these targets will be made by the boards of the KION Group in the near future.

[3] Group-wide or location-specific rating

[4] Suppliers where the industry or country where they are based present higher risks in terms of sustainability

Sustainability Strategy and Management

Sustainability Strategy and Management

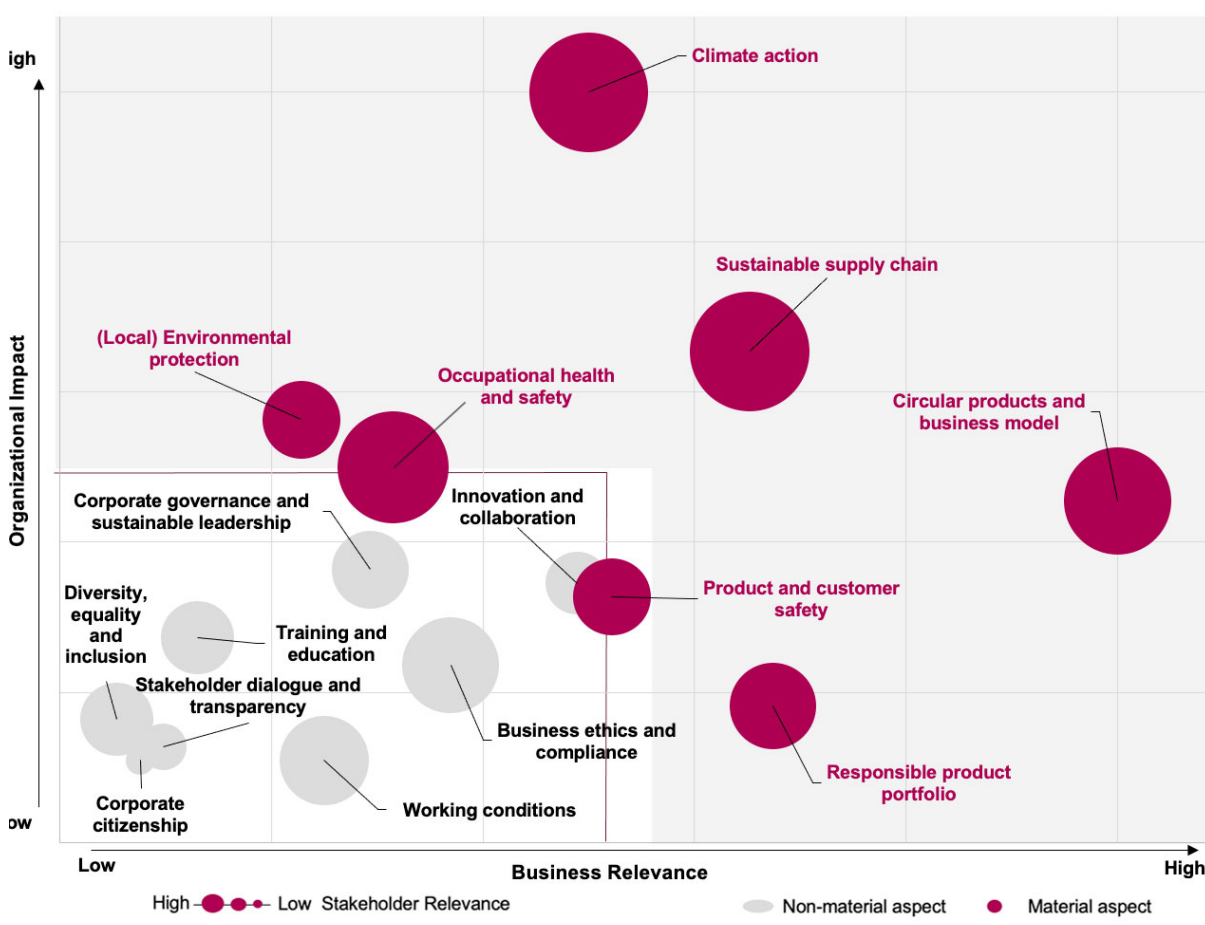


Sustainability has been a firm fixture and defined area of action within the 'KION 2027' strategy for many years. In implementing its sustainability strategy and underlying sustainability program, the KION Group has chosen to adopt a systematic Group-wide approach.

As part of the KION Group, STILL complies with the principles and policies for sustainable business practices in place across the group. Moreover, the company has implemented its own guidelines and procedures to ensure that sustainability criteria are firmly rooted at the heart of its business operations. These include guidelines for integrated HSE (health, safety, and environment) management and certification in line with labor and environmental standards (ISO 14001, ISO 45001, and ISO 50001).

STILL's sustainability approach is based on the materiality analysis for the KION Group. This assessment, which was updated in 2022, identifies and evaluates the relevant material issues for the Group—including with respect to the UN's Sustainable Development Goals—and is based, among other information, on the findings from global surveys of key stakeholder groups. The importance of different issues for the KION Group is analyzed from three perspectives: business relevance (outside-in, opportunities and risks for the development of the Group's business operations); organizational impact (inside-out, environmental and social impact of the group's business activities); and stakeholder relevance (importance in terms of setting and shaping stakeholder expectations and decision-making). Based on this materiality analysis, in the 2022 reporting year, the KION Group redefined and developed eight closely related action fields on sustainability across its value chain.

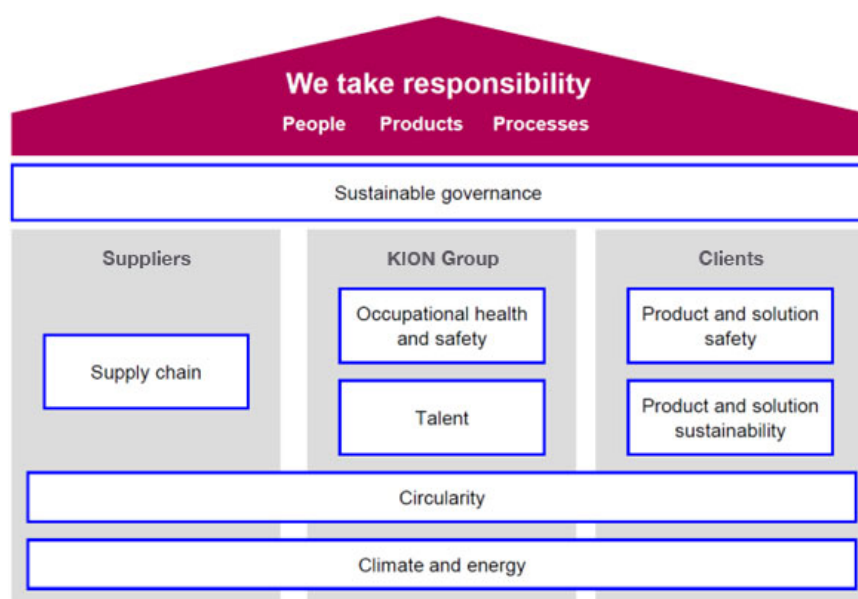
Group-Wide Materiality Analysis



Approach and Action Fields

STILL's sustainability approach is defined through overarching targets and initiatives under the three strategic dimensions of People, Products and Processes, as well as the overall principle of 'taking responsibility'. These three dimensions provide the framework for the business' eight targeted areas of action on sustainability. In line with the KION Group sustainability strategy and materiality analysis, STILL has implemented a specific program of targets, initiatives, and monitoring within each of these eight action fields, in order to meet stakeholder expectations and ensure compliance with political and legislative requirements.

Group-Wide Action Fields



Company

STILL has decades of experience as a pioneering manufacturer of forklift trucks, warehouse trucks, and intralogistics systems, and as a full-service supplier of intralogistics solutions. The company was founded back in 1920 when Hans Still set up his repair company for electric motors in Hamburg, Germany. Just a short time later, he began developing his own products including his 'Lichtstation Matador' light generator and a series of small, portable generators. These early inventions were followed in 1946 by the EK2000 electric cart and in 1949 by the company's first forklift trucks. Since then, the brand has developed a wide-ranging portfolio of trucks, safety devices, software and automation solutions and its products are now marketed in almost 90 countries worldwide. STILL has been part of the KION Group ever since the group was first established in 2006 and from its headquarters in Hamburg, Germany, the company continues to oversee its production sites in Germany, Italy, and the Czech Republic.

STILL specializes in the production of electric forklift trucks and warehouse trucks and is known for the efficiency of its product designs. In 2019, the company redefined the benchmark for electric forklift trucks with the launch of its RX60 truck. Plus, all STILL forklifts and trucks are equipped with digital controls, safety features, and assistance systems.

In addition, STILL provides a range of system services including intralogistics support, racking systems, logistics software, and system integration. The brand prides itself on delivering excellent customer service and a range of options that can be perfectly tailored to its customers' operations and processes—from repairs to full-service packages.

In addition to selling new products, STILL also offers used trucks and rental options. With an extensive fleet of 35,000 rental trucks, the company has a solution for every customer requirement.

Sustainability Organization

In implementing its sustainability strategy, STILL follows the systematic approach defined by the KION Group. Specific strategic (and measurable) sustainability targets have been defined for each of the eight action fields and the most important levers and KPIs identified. Detailed action plans have also been devised to put the targets into practice (for more information, see the [KION Sustainability Report 2022](#)). The individual targets, sub-targets, and corresponding measures remain under constant review, including to ensure they are aligned with external requirements, across the different action fields, and with internal stakeholder requirements at Group level and within the Operating Units.

At KION Group level, a steering committee, comprising the sustainability action field leads, the regional sustainability coordinators, and the central sustainability management team, is tasked with ensuring a uniform approach across the Group and keeping the Group's sustainability program on track and moving forward. The central KION Group sustainability management team is also responsible for managing and coordinating the sustainability program across the Group, defining sustainability KPIs, and tracking progress towards strategic targets and targets within the action fields. Moreover, the team is available to provide specialist support for both internal and external parties.

Progress is monitored regularly, both at Group level and within the Operating Units (e.g. as part of steering committee meetings), and reports are issued to the KION Group AG Executive Board. On May 1, 2023, a newly created Chief People and Sustainability Officer was appointed to the Executive Board, taking over the responsibilities of the Labor Director in addition to responsibility for sustainability matters.

Initiatives

In 2023, KION announced its official commitment to the Science Based Targets initiative (SBTi), with a view to achieving the long-term climate target of net-zero greenhouse gas emissions across its value chain by 2050. The Group has also set itself key interim targets for 2030 (see targets outlined in the [KION Sustainability Report 2022](#)). These science-based targets provide STILL with a fundamental framework for its climate action and confirm its commitment to the Paris Agreement to limit global warming to 1.5 degrees Celsius above pre-industrial levels. After announcing the official commitment in 2023, the KION Group will update its climate targets in line with SBTi criteria, and hopes to achieve official SBTi validation in 2024.

As a supplier, STILL has undergone regular corporate responsibility assessments and certification from the independent and internationally recognized ratings provider [EcoVadis](#) since 2012. Having achieved an impressive 'Gold' rating from EcoVadis in recent years, the company went one better in 2022, achieving a 'Platinum medal'—the highest possible sustainability rating—for the very first time. This outstanding result puts it among the top 1% of all EcoVadis rated companies. STILL's scores are above average across all four categories on the EcoVadis scorecard. In the 'Environment' and 'Labor and Human Rights' categories in particular, STILL scores more than double the average for all rated companies, and its results in the 'Ethics' and 'Sustainable Procurement' categories are also excellent. The EcoVadis assessment is based on 21 criteria across the four categories and is calculated in line with international sustainability standards such as the Global Reporting Initiative, the ILO Conventions, the UN Global Compact, the UN Guiding Principles on Business and Human Rights, and the ISO 26000 sustainability standards.

STILL is also part of the [Blue Competence](#) initiative organized by the German Mechanical Engineering Industry Association (VDMA), which aims to promote sustainability in mechanical and plant engineering and inform the industry about sustainable solutions. As a partner to the initiative, STILL agrees to comply with the initiative's 12 guiding principles for sustainability in the mechanical and plant engineering industry.

In addition, STILL is part of [UmweltPartnerschaft Hamburg](#), a large network of companies committed to protecting our climate and environment in the long term. Faced with the realities of climate change, the network particularly wants to help advance the energy transition by reducing energy consumption and promoting new approaches to material flow management in order to make more efficient use of available resources. By 2030, the city of Hamburg aims to cut its CO₂ emissions by 50% in comparison to 1990 levels; and by 2050 it plans to increase this figure to at least 80%. As an active member of UmweltPartnerschaft Hamburg, STILL is playing its part in combating climate change by implementing its energy policy in line with its DIN EN ISO 50001 certification.

Compliance and Responsibility

Compliance and Responsibility



In responding to the demands of the capital market, its customers, and other stakeholders, the KION Group is committed to upholding its company values of integrity, collaboration, courage, and excellence, as well as the principles outlined in the Group-wide KION Group Code of Compliance (KGCC).

As part of the KION Group, STILL shares these values and is committed to ensuring complete compliance with all legislation, regulations, and codes of conduct. STILL's comprehensive compliance management system is based on the KGCC, which sets out guidelines for ethical, value-driven, and lawful business conduct. The KGCC also provides a binding framework for interactions between colleagues, as well as with customers, business partners, and the public.

As a German business, the KION Group AG is primarily subject to German law. At the same time, the KION Group must comply with any national legislation in force at its sites around the world. In cases where national law differs from German law, the KGCC defines the appropriate course of action. The Group's compliance and legal departments are also available as the designated point of contact for all legal questions.

The KGCC is published in 24 languages and is updated as necessary—including with new topics and new priorities—in order to best reflect the prevailing legal and business situation. External parties can access the [KGCC](#) on the KION Group website.

Responsibility for the Group-wide compliance management system lies with the Executive Board of KION Group AG. The Chief Compliance Officer heads up the compliance department and works together with the compliance team to improve the compliance management system, provide advice and information on compliance matters, resolve compliance breaches, and organize appropriate training. Each Operating Unit has a dedicated full-time compliance officer, who reports directly to the Chief Compliance Officer and supports the management of the relevant Operating Unit in meeting compliance standards. Local and regional compliance officers are appointed to ensure that the subsidiaries conduct their operations in line with legislative and regulatory requirements.

Effective Compliance Management System

The compliance management system is continually reviewed and refined to ensure it remains fit for purpose. It is based on the IDW PS 980 auditing standard developed by the Institute of Public Auditors in Germany (IDW) and focuses on the prevention of compliance breaches. It also includes an anti-corruption element designed to prevent, uncover, track, and sanction all forms of corruption within the company. Under the system, the Group audit department conducts regular audits and ad-hoc checks to ensure that compliance standards are being upheld across the KION Group AG and its consolidated subsidiaries.

In the 2022 reporting year, the compliance management system and its anti-corruption element underwent an external audit in accordance with the IDW PS 980 auditing standard and ISO 19600. In addition to evaluating the effectiveness of the system, this audit also looked at the design and whether it remained fit for purpose. The 2022 audit confirmed that the measures in place, together with the underlying principles, were effective in preventing non-compliance and in identifying any risks of material non-compliance in good time and with sufficient assurance.

As in previous years, the topics of anti-corruption, data protection and IT security, foreign trade and export controls, action against money laundering, fraud prevention—notably in relation to cybercrime—D&O liability, and management responsibility remained key focal areas in 2022. In addition, the reporting year saw a continued focus on efforts to integrate compliance measures into the internal control system, as well as whistle-blower protection and anti-discrimination.

The KION Group is committed to combating all forms of corruption and bribery. To this end, it follows a 'prevent, detect, respond' approach. In the reporting year, no confirmed cases of anti-competitive or anti-trust behavior were registered and there were no confirmed cases of active corruption by KION Group employees.

Number of Confirmed Corruption Cases

2022	2021	2020
0	0	0

Multiple Reporting Channels

Actual or suspected cases of non-compliance can be reported in person, by telephone, mail, or email, or via an online form. All KION Group employees—as well as external stakeholders—also have access to a 24h whistleblowing tool or hotline where they can report potential compliance breaches, including anonymously if they so wish. The whistleblower system is available worldwide, but is also designed to be as local as possible. Reports submitted via the system are monitored and processed by the compliance department and ultimately the compliance committee, which includes the Chief Compliance Officer and members of the audit and legal departments. Following the implementation of the EU Whistleblower Directive into German law, the KION Group's whistleblower system will be updated accordingly.

All reports of suspected non-compliance are systematically verified and confirmed cases are followed up through effective control mechanisms such as regular or special audits. Disciplinary action is taken in all cases where misconduct is identified. If necessary, the compliance management system is also updated to prevent further breaches in future.

In 2021, STILL introduced compliance committees at its sites across Germany to serve as independent and reliable points of contact for reporting purposes. Anyone that experiences or observes any form of discrimination or harassment can report this behavior to their designated committee—including in complete confidence. Similar contact points are also available at sites across the EMEA region in line with relevant national regulations. Compliance representatives are in place at all STILL locations worldwide and can be contacted at any time.

Number of Reports Submitted via Whistleblower System

2022	2021	2020
27	34	14

Training

In addition to clear compliance policies, STILL also offers extensive information, advice, and training. STILL's compliance officer and representatives work hard to ensure that the company's staff are always up-to-date and fully informed about compliance matters and understand the importance of upholding the company's values. On joining the KION Group, all new employees are required to complete mandatory training in the KION Group Code of Compliance, either online or in-person in the case of staff without access to a work PC. Employees who are exposed to particular compliance risks due to their role, e.g. sales staff, also attend regular in-person training sessions on specialist topics.

Training Provided on Topics Relating to Business Ethics

Classroom training (KION Group Code of Compliance, anti-corruption, anti-discrimination, anti-money laundering, conflicts of interest)

E-learning course: KION Group Code of Compliance

E-learning course: Avoiding Corruption in the KION Group—the General Principles of the ABC Policy

E-learning course: Professional Conduct at KION—Promoting a Respectful Working Environment

E-learning course: Preventing Money Laundering and Fraud at KION

E-learning course: Avoiding Conflicts of Interest at KION

E-learning course: KION Group—Preventing Anti-Competitive Practice

E-learning course: General Data Protection

E-learning course: Information Security Employee Awareness Training

The aim is to ensure that all KION Group employees receive regular training on the most critical topics (i.e. anti-corruption, avoiding conflicts of interest, antitrust and competition law, anti-money laundering, data protection, IT security, and human rights). Changes to legislation or internal regulations are also communicated through in-person training sessions, as are any lessons learned from the compliance management system. The compliance training program was expanded in 2021 to include a new e-learning course on respectful workplace culture (anti-discrimination), conflicts of interest, whistleblower protection, and fraud, with a particular focus on money laundering. Also new to the program are e-learning courses on cybersecurity and antitrust law.

Percentage of Total Workforce that Received Training on Topics Relating to Business Ethics

2022	2021	2020
100%	100%	84%

Compliance Auditing for Business Partners

Before the KION Group enters into a new business relationship, external business partners must be audited and relevant documentation secured. The audit process establishes and verifies the financial background of the potential business partner and identifies any arguments against entering into a business relationship, e.g. the business appears on a sanction list or is the subject of negative reporting. In case of doubts, the KION Group may choose not to pursue its business dealings with a particular partner. External partner audits at the KION Group are, wherever possible, conducted on the basis of a risk assessment.

The basic audit is conducted using the Group's business partner tool, which is maintained by the compliance department and designed to check customers and suppliers against compliance watch lists. The compliance department is responsible for running these checks, assessing the results, and taking any necessary action. In the case of external sales partners where the potential for corruption is higher—e.g. dealers, importers, distributors, agents, or integrators—the responsible compliance officer will conduct a multi-stage due diligence assessment prior to the start of a new business relationship. This assessment is based on responses to due diligence questionnaires completed by sales partners, checks using the aforementioned business partner tool, and/or information gained from external due diligence providers. The results of the due diligence assessment are subsequently communicated to the responsible teams, e.g. senior management, along with any recommended actions, such as tighter contractual terms including a right to audit clause or additional monitoring of payment streams.

Periodic risk analysis

The KION Group regularly conducts a systematic risk analysis to identify and evaluate corruption and bribery risks throughout the Group. Money laundering, tax compliance, and human rights risks are also assessed, as are the risks of non-compliance with competition laws. Non-financial risks that arise on an ongoing basis are also screened, evaluated, and managed. Based on the results of this analysis, the Group devises suitable actions to eliminate any weaknesses in the relevant processes and control mechanisms. Key factors used in the risk analysis include the corruption perception index for the respective country, the size and structure of the local procurement or sales organization, and any contacts with public officials. The risk analysis has been completed for all STILL subsidiaries, with no significant compliance risks identified.

Percentage of Sites for which an Internal Audit/Risk Analysis Was Performed to Assess Business Ethics Standards

2022	2021	2020
100%	100%	100%

Data Protection and Information Security

Data protection and information security are both top priorities at STILL and the company complies with the relevant policies in place across the KION Group. This includes the Data Protection Policy, which sets out technical and organizational measures to protect personal data, and the KION Information Security Policy, which focuses on safeguarding the confidentiality, integrity, and availability of information, as well as protecting the KION Group against related attacks. There are also a series of Group-wide operating agreements and mandatory standards in place covering topics such as IT security in the workplace and the management of IT systems, email, and internet usage. Samples and templates to facilitate the day-to-day handling of personal data and sensitive business information are also available. The Operating Units are each responsible for implementing the central requirements of these policies and standards. Staff members responsible for data protection and the coordination of data protection activities in the individual subsidiaries report to their respective senior management team. At Group level, the Group Data Protection Officer reports to the Chief Compliance Officer, and the KION Group Chief Information Security Officer reports to the KION Group Chief Information Officer who reports to the Executive Board of KION Group AG.

Protecting sensitive personal data is an important responsibility, which is why secure and effective processes and systems have been put in place to protect this data and ensure compliance with the relevant legislation. All staff are given training and receive regular updates via the Group intranet to ensure that they understand and remain up to date with basic data protection principles, their reporting obligations, and the Group-wide compliance reporting system.

Every year, there are about 100 million attacks on the KION Group's IT network, all of which have so far been averted. Key to this success are continual efforts to identify vulnerabilities across the Group's IT and operational technology infrastructure. Regular training on IT security issues, global anti-phishing campaigns, a monthly video series published on the Group intranet, and instructions for keeping IT infrastructure secure also play an important role in maintaining IT security standards.

Information Security Management System

At the end of 2022, the KION Group began the rollout of an Information Security Management System (ISMS), with the aim of further protecting sensitive information and ensuring the Group remains competitive in the industry. The ISMS is based on the standards set out in ISO 27001 (for the establishment, implementation, maintenance, and continuous improvement of documented information security management processes) and applies across the Group. A documentation policy has also been drawn up, which sets out the requirements for maintaining information security standards.

The KION Group regularly analyzes potential or existing threats to its information security. Where these risk analyses identify an IT security risk or deviation from KION Group security standards, the risk is described and an appropriate course of action defined. The residual risk is also assessed and, on this basis, the risk owner decides whether or not to accept this risk. Residual risks continue to be reassessed on a regular basis and the decision to accept them reaffirmed.

The Group audit department conducts regular IT audits, including information security checks.

In April and May 2023, the KION Group headquarters in Frankfurt am Main, Germany, also became the first Group location to complete a TISAX¹ assessment. The site passed the audit and is now officially TISAX certified for the next three years.

The auditors awarded the KION Group headquarters a score of 2.8 (a score of 2.1 is required for a temporary label and 2.7 for a permanent label). As part of the assessment process, the site had to provide the auditors with around 200 different pieces of evidence, including information security standards, standard procedures, security plans, KPIs, and more.

The aim now—alongside plans to incorporate further sites into the ISMS over the course of the year—is to maintain these high information security standards and ensure that the system components continue to prove effective in day-to-day operations, e.g. by conducting regular internal audits and checks, managing information security risks, and planning and introducing improvements.

Number of Confirmed Information Security Incidents

2022	2021	2020
0	1	0

Footnotes:

[1] TISAX® is a cross-company assessment and exchange mechanism for promoting information security in the automotive industry. It is designed to ensure the security, integrity, and availability of data required for manufacturing processes and vehicle operations.

Responsible Employer

Responsible Employer



The HR principles upheld across the KION Group are defined in relevant policies and include minimum standards for employment and diversity. These principles also govern the work of HR teams, e.g. in creating training and development programs, career opportunities, employee surveys, and employee share schemes. The KION Group Code of Compliance sets the legal and ethical standards to be upheld by all employees in their work.

Group-wide minimum employment standards, based on the core labor standards of the International Labor Organization (ILO), guarantee employees' rights to freedom of association and collective bargaining, prohibit any form of forced or compulsory labor or child labor, and prevent any discrimination in respect of employment and occupation. They also define the central human rights standards that the KION Group has pledged to uphold. In addition, the KION Group maintains high standards of occupational health and safety worldwide, and is committed to providing remuneration that is in line with national industry standards and sufficient to guarantee a living wage. As in previous years, there were no cases of non-compliance with KION's minimum employment standards reported in 2022.

A company's employees are its most valuable resource and a sustainable HR strategy that values workers and their contribution is the best possible way of investing in them. STILL is committed to providing fair salaries that sit above the general pay scale and to actively shaping the future of its business for the benefit of its staff. This approach makes the company an extremely attractive employer and it is rewarded for its efforts with exceptional staff loyalty. Around half of the company's staff have been working for the business for more than 10 years.

Great Place to Work

STILL has received many awards for its longstanding commitment to its employees. In 2021, the company was named a 'Top Employer' for the tenth time in a row by the renowned Top Employer Institute, which rates companies based on their HR strategy and employee focus. This rating is awarded based on a standardized set of criteria and an audit.

In 2022, STILL was also named a 'Fair Company' under the Fair Company initiative—Germany's largest and best-known employer initiative committed to creating a fair and sustainable workplace. The initiative focuses specifically on career entrants and young professionals and aims to highlight companies that offer fair working conditions and development opportunities for young people.

Similarly, in November 2022, STILL GmbH was accredited by Schulewirtschaft Hamburg as a 'Company with an outstanding commitment to career support and guidance' in recognition of its proactive and consistent efforts to help young people preparing to enter the world of work.

STILL's HR efforts have also been rewarded in other countries around the world. For example, the STILL factory in Luzzara, Italy, is the proud holder of the title of 'Welfare Champion 2021' – an accolade awarded annually by the Italian government to businesses that go above and beyond to promote the wellbeing of their employees. STILL even received the top score of five stars, putting it among the top two percent of businesses rated.

Remuneration and Additional Benefits

STILL understands that its employees are vital to its success; they are game changers in every sense of the word. The team spirit at STILL is something very special—unique to the industry even—and the company does everything it can to boost this sense of solidarity. This includes flexible working time models, modern and forward-thinking workplaces, fair remuneration, and a set of shared values centered around mutual respect and tolerance, which are firmly anchored in the corporate culture and also lived out in staff's day-to-day interactions.

All employees are appropriately remunerated in line with the market and their performance. Remuneration levels are reviewed annually and adjusted as necessary to reflect individual performance and skills levels and other potential changes in circumstances. Remuneration models vary depending on national labor market conditions and legislation. In many countries—including those where large parts of STILL's workforce are based—wages and salaries are governed by collective bargaining agreements. STILL always upholds the minimum remuneration levels stipulated in these agreements and usually pays significantly more, since many of its employees are highly qualified. Depending on the local situation, employees' remuneration may be supplemented with additional benefits, e.g. pension plans, insurance policies, and healthcare cover. Since 2013, employees have also had the opportunity to share in the KION Group's success through the KION Employee Equity Program—or KEEP for short.

Employees Covered by a Collective Bargaining Agreement

2022	2021	2020
84.3%	82.4%	85%

In addition, employees receive a voluntary annual bonus, which is based on various factors including the individual employee's pay grade and the extent to which their area of the business has met its targets.

Parents in Germany are entitled to up to three years' parental leave following the birth of their child. A complete set of information materials on this subject has been updated and made available to new parents to ensure they receive the best possible support before, during, and on their return from parental leave. STILL also allows employees to offset their supplementary T-Zug payment against additional days' leave to care for children and other family members.

Flexible Working Arrangements

As supportive employer, STILL has devised a mobile working policy that gives employees greater freedom to shape their own working hours and choose their place of work. Having greater responsibility for organizing and performing their own duties means staff are happier at work, which in turn means they are more productive and produce better results.

To enable employees to balance their work and family life, STILL upholds the following principles:

- We support part-time working.
- We offer flexible working time models.
- We prioritize family-friendly meeting times.
- We grant annual leave in school holidays.

The Co-Creation office planning project was also launched during the reporting year to facilitate further flexibility in the workplace. As part of this project, an initial needs analysis has already been conducted for a STILL administrative building in Hamburg, which will be modernized over the next 18 months with a brand-new layout designed to promote collaboration and creativity. The aim is to create a modern working environment that responds to a range of business needs, from quiet spaces for concentrated work on new content to inspiring and creative spaces for cross-team discussions. At the same time, the office should become a place where all staff can socialize and learn from one another.

The Co-Creation project is part of STILL's overriding commitment to make its business a 'Great Place to Work'. As part of this mission, the company also intends to roll out the new modular design for the Hamburg office across other office spaces at a later date.

Mental Health Support and Occupational Healthcare

In challenging socio-economic times, employees find themselves facing increased personal and professional problems. STILL offers MBSR (Mindfulness-Based Stress Reduction) courses to help its employees manage their stress levels, as well as a wide range of free online options, including seated yoga for the workplace, quick exercises for home workers, an exercise routine to help with stress-relief, and meditation courses. To help it better understand its employees' psychological wellbeing, STILL has also introduced a process to analyze employees' mental health based on markers such as stress, mental fatigue, monotony, mental saturation, and emotional exhaustion.

In line with the German Ordinance on Preventive Occupational Health Care (ArbMedVV), STILL offers all staff a regular medical checkup every three years. These medical checkups are voluntary and employees are not required to have the checkups at a specific time. Mandatory medical checkups are organized for staff exposed to specific risks, e.g. long hours working in designated noisy areas or handling of certain hazardous substances, as identified by STILL's safety specialists and company doctors.

Company sports are also offered as a form of preventative healthcare. Since 1997, these activities at STILL have been organized through a registered sports association. Sports activities generally take place outside of working hours and are designed to complement the offerings of conventional sports clubs. The main aim of company sports is for employees to enjoy getting some exercise and improve their fitness levels.

In addition, all employees—and their family members—can apply for a grant from the Hans STILL e. V. emergency fund to cover various services, including dentures, glasses, hearing aids, gravestones, and specific medical treatments.

Transparency

Within a global corporation such as the KION Group, working conditions differ greatly from region to region. Nonetheless, the KION Group is committed to upholding binding standards in line with its social responsibilities towards all its employees. These standards, how they are implemented and monitored, and the relevant chains of responsibility are defined in the International Minimum Employment Standards (MES) Policy of the KION Group, which applies across all KION Group companies and is published in nine different languages.

In line with the KION Group Code of Compliance, this policy reaffirms that all employees should be receive appropriate remuneration and fair access to professional development opportunities regardless of their gender, nationality, skin color, culture, or religion.

Pay scale employees are graded according to the terms of the collective bargaining agreement concluded between IG Metall, the world's largest trade union, and the Gesamtmetall employers' federation. Pay grades reflect an employee's complete job role and are assigned based on the fulfillment of the criteria for the relevant pay grade. To ensure transparency, all staff have access to a published copy of the relevant collective bargaining agreement.

The equal pay principle applies for all temporary workers. In production and logistics, temporary workers receive the hourly rate stipulated for the equivalent pay grade in the collective bargaining agreement.

Feedback

Employees typically receive feedback on their professional conduct and performance from their line manager. One-to-one discussions between employee and line manager provide a formal mechanism for this. This single perspective is not, however, sufficient to capture the majority of social interactions within the company. STILL's 360° feedback mechanism is a structured process designed to incorporate the views of colleagues and employees (in the case of managers), by inviting these groups to provide feedback on the individual under review. In the 360° system, managers receive feedback from three different perspectives. A fourth perspective—a self-assessment completed by the person under review—completes the process. This self-assessment is an opportunity for employees to compare their own perspective with those of others and reflect on the feedback provided, so that they can improve their self-awareness and identify ways to progress and improve.

Percentage of Employees across All Sites That Complete Regular Performance and Development Reviews

2022	2021	2020
94.7%	95.6%	100%

Collaboration

Transparent and constructive dialog with employees and a commitment to giving staff a voice have been cornerstones of STILL's corporate culture ever since Hans Still first founded the company back in 1920. Over the years, these founding principles have grown in importance and today they are fundamental to STILL's unique sense of team spirit.

The works council is central to promoting dialog and employee engagement within the company. The Management Board holds regularly workshops with the council's elected employee representatives to discuss the latest issues raised by the trade unions and debate the interests of the different groups involved. As an elected body, the works council is responsible for representing all staff and their respective interests – that means all employee groups and also apprentices and staff members with disabilities. The council serves as a mouthpiece for employees and a link between them and the business. In doing so, it ensures that STILL complies with all European standards for employers and continues to generate attractive and secure jobs for future generations.

Sites Where over 75% of Employees Have Local Trade Union Representation

2022	2021	2020
60.6%	56.7%	56%

KION's biannual campfire meetings provide a safe and confidential space where employees can share their questions, thoughts, and concerns with a member of the Executive Board in small groups of ten. Employees are encouraged to ask any questions they have about the company and provide feedback on areas for improvement or challenges that still need to be addressed.

Once a year, the KION Group also conducts its global KION Pulse employee survey. In 2022, 77% of employees took part in the survey and shared their feedback. The results of the survey are used to identify the right actions to take to further improve employee engagement and motivation.

Training and Professional Development

The KION Group understands that to secure a successful business future and retain valuable expertise, it needs to target the next generation today and equip them with the theoretical knowledge and practical skills they need. In Germany alone, around 50 apprentices and work placement students begin their careers at STILL every year. The company is currently working together with vocational training colleges and professional associations to train over 220 talented young people—both male and female in equal measure—across 15 commercial and business professions. STILL's training is specifically tailored to industry requirements, meaning these young trainees are extremely well placed to find a job on completion of their training. In fact, STILL retains over 95% of its trainees.

Professional development is a central component of the KION Group's HR strategy. In order to establish its long-term position as an attractive employer on the international market, STILL offers its employees a broad program of training opportunities. In addition to a wide range of specialist qualifications, this program includes management training for all management levels. Ranging from basic training to advanced courses for experienced managers with an international focus, this management training provision ensures that all managers have the skills they need to perform their role effectively.

Percentage of Employees across All Sites That Completed Professional Training Relevant to Their Role or Skills

2022	2021	2020
100%	100%	96%

Average Number of Hours Spent on Training and Development per Employee¹

2022	2021	2020
13.1 ²	10.9 ³	8.9 ³

[1] Based on data for KION organizations surveyed in the EMEA region

[2] Austria, Czech Republic, Denmark, France, Germany, Italy, Norway, Slovakia, Sweden, and the UK

[3] Germany, the UK, France, and Italy

The KION Group companies collaborate closely in terms of their talent management activities and training and development programs. A key component of this work is the OCTR (Organization Capability Talent Review) process – an integrated performance, talent, and succession management process covering all employees across the business (while also reflecting local legislative requirements). The OCTR supports the company's performance management activities and promotes a rigorous feedback culture.

The first step in developing talent is to identify talented individuals and analyze their development needs and the opportunities available to them. In the case of the KION Group in Germany, the OCTR is used to select talented staff for the following development programs: EXPLORE, MOVE, Talent Pool, KION Transition to Management Program, and Female Mentoring Program; plus the new operations development program launched in December 2023, which supports proactive succession planning and aims to build up a pool of talented future managers for the operational arm of the business. A standardized training plan sets clear criteria for participant selection and defines a comprehensive training program.

Diversity

Diversity, equal rights, and inclusion are all central principles that underpin STILL's HR activities. Everyone has the same opportunity to realize their potential and develop their professional skills. It is essential that the dignity of every individual is respected and that all employees are valued, regardless of their gender, ethnic or religious background, age, cultural background, or other characteristics. To this end, STILL has regulations and policies in place that prohibit all forms of discrimination, bullying, and harassment within its business. All cases of misconduct are subject to disciplinary action, just as any other case of non-compliance with the KION Group Code of Compliance.

The compliance committee provides ongoing support and guidance for the employees affected, both during the processing/investigation of a reported case and also following the conclusion of the case (e.g. with mental health support). The committee also maintains contact with the HR department throughout the process, recommends disciplinary action where appropriate, facilitates communication, and coordinates any training if needed. Diversity issues are also covered in the mandatory compliance training that employees are required to complete each year on the topics of respect in the workplace and the prevention of discrimination and harassment.

Total Cases of Discrimination:

2022	2021	2020
0	0	0

Equal rights, respect, and tolerance are all central to STILL's value system. A good example of these values in action is an awareness-raising event held in 2022 at STILL in Hamburg, when all staff came together to create a human chain as a symbol of respect in the workplace. They also all added their signature to a truck from the site's own fleet, branded with the words #actwithrespect, which can now be seen working throughout the plant.

Awareness Month

The Diversity & Inclusion Council is a KION-wide body that works together with managers across all KION Operating Units/Group functions to devise, implement, and measure the long-term impact of initiatives to promote diversity, integration, and equal rights. One of its first initiatives is the KION Diversity & Inclusion (D&I) Awareness Month, during which the company places a particular emphasis on celebrating differences, building an inclusive and respectful workplace culture, and promoting equality and fairness for all. All staff are encouraged to get involved and increase their understanding, by watching the keynote speeches broadcast worldwide, taking part in the many activities organized at the local sites, or even organizing their own initiatives. They are also invited to share their experiences and ideas with colleagues on social media using the hashtag #KIONisdiverse.

Increasing the Proportion of Female Employees

Studies show that mixed teams are significantly more successful; they produce better ideas and are more flexible in their response to customer requirements. In 2022, KION launched a new social media campaign aimed specifically at women. As part of this campaign, a trailblazing STILL employee was invited to give an interview to share her own personal experiences and increase female representation across the company. STILL also visits trade fairs, schools, and training events to promote the benefits of professions in the industrial and technical sectors and break down the misconception that these jobs are predominantly for men.

In 2022, STILL GmbH in Hamburg was rewarded for its efforts with the 'MINT_Projekte für Mädchen & junge Frauen' [STEM_Projects for young women and girls] prize in the 'Das hat Potenzial!' [That's got potential!] competition, which promotes professional opportunities for young people across Germany. The need to promote the STEM professions as an attractive career option for young women and girls also plays an important role in STILL GmbH's apprentice recruitment work. The company offers regular skills seminars for girls aged between 12 and 18, during which the girls work together in small groups to develop solutions to challenges and enjoy a shared sense of achievement. They also receive personal feedback designed to boost their confidence and learn about the different technical professions available to them, as well as the educational and training routes into these professions. These events are always attended by senior training staff, as well as apprentices and work placement students, who can talk to the girls from a shared perspective.

In addition, the Group-wide Female Mentoring Program supports women who are already in management roles or will be moving into management in the near future by promoting the mutual exchange of knowledge and experiences. Mentees on the program have the opportunity to gain new perspectives and develop both personally and professionally thanks to the personal support and advice of a trusted mentor.

Percentage of Female Employees

2022	2021	2020
13.7%	13.3%	13.7%

Accessibility

Everyone should have the opportunity to achieve their potential at work, which is why STILL is committed to creating accessible workplaces. The company's internal representatives for disabled staff represent the interests of this employee group and are on hand to provide the company with relevant advice and support. They ensure that all applicable disability standards are met, petition the responsible internal or external bodies to take any necessary action, gather suggestions and register complaints, and work within the company to resolve these matters.

STILL is supported in its accessibility work by the organization 'Elbe-Werkstätten'. STILL's partnership with 'Elbe-Werkstätten' began back in the 1980s and this longstanding collaboration has been a resounding success. Today, disabled employees are fully integrated into the company's workflows, with extremely positive results for both sides. STILL has gained some highly dedicated employees and 'Elbe-Werkstätten' have achieved their goal of normalizing workplaces where disabled and non-disabled people work side by side.

As a socially responsible employer, STILL is also committed to helping employees return to work after an accident or period of illness. In meeting its commitments in this area, the company works closely with the German Federal Employment Agency, the Deutsche Rentenversicherung Bund [German Federal Pension Fund], and vocational rehabilitation training institutions. STILL offers a practical phased return to work, which allows employees—whose valuable professional experience would otherwise be lost—to re-orientate themselves and integrate back into the workplace.

Human Rights

The KION Group's International Minimum Employment Standards (MES) Policy, which was put in place in 2014, anchors generally recognized human rights standards and the core labor standards of the International Labor Organization (ILO) at the heart of all of the Group's working relationships. It is essential that the Group scrutinizes its own conduct, identifies potential risks for employees, and monitors compliance with the standards it has set for itself. To this end, the Group employs various active and passive monitoring mechanisms, e.g. checks on personal data and requested information; surveys conducted as part of audits by the Group internal audit department; and checks on information submitted via the KION compliance management system and the whistleblower hotline in particular. All employees and individuals, both external and internal to the company, are expected to report compliance-related matters and cases of non-compliance, including child labor, slavery, and/or human trafficking.

Cases of Forced or Compulsory Labor

2022	2021	2020
0	0	0

STILL verifies the age of all job applicants prior to their recruitment by cross-checking this information against their social security number. STILL also has training and workplace safety teams in place to look after young employees.

School-Age Employees

2022	2021	2020
0	0	0

KION's minimum employment standards underline the principle of equal pay for equal work regardless of gender. STILL also conducts regular equal pay reviews.

The KION Group sustainability report and data are reviewed annually by independent auditors. They also perform on-site inspections at different locations each year to verify that the data are correct and that all regulations are being observed. All sites underwent a human rights audit in 2022.

Health and Safety

Health and Safety



Health and Safety

STILL has set itself some ambitious health and safety targets. One of the key sustainability targets set out in KION's corporate strategy is to reduce the accident rate in the workplace and the number of days lost due to illness. To this end, in 2018 STILL established an integrated HSE (health, safety, and environment) management system. New job roles were also created and skilled experts appointed to ensure the smooth roll-out of the necessary changes and initiatives.

In implementing its HSE management system, STILL applies the Group-wide '5 Golden Rules of Occupational Safety,' which were introduced in 2019 and provide helpful guidance on specific actions that managers and employees can take to reduce the rate of accidents. These rules are communicated to staff across Group and have been instrumental in continually improving workplace safety standards at STILL.

Another Group-wide policy, the KION HSE Standard, was also updated and rolled out in 2022. This standard defines the basic requirements and processes that must be observed across the Group. Its contents reflect the specific requirements of different job roles and regions and are continually updated to reflect changing business conditions.

At STILL, these Group-wide standards provide the foundation for its operational HSE activities. The company's detailed regulations often go beyond the basic health and safety standards required by law, because STILL is committed to creating the safest-possible working environment for its employees, while at the same time minimizing its environmental impact.

Health and safety forms part of STILL's corporate strategy – including with respect to its external business partners. It is vital that the activities of these businesses do not put the safety of its own employees or STILL's employees or visitors at risk and that all applicable safety regulations are observed.

Health Protection

STILL relies on a series of interconnected measures to protect the health of its staff. These include healthy workplaces designed in line with the German Occupational Health and Safety Act (ASiG), well-organized and effective first-aid systems, medical consultations and examinations, preventive healthcare services, and addiction support.

Medical care at STILL is provided by the company doctor, paramedic, and a team of first aiders. Together with a team of safety specialists, these staff members ensure that STILL has expertise in place to effectively meet the occupational health and safety requirements set out in law.

At the end of August 2022, a pilot project was launched in partnership with a rehabilitation provider to deliver basic workplace physiotherapy services. This has had an extremely positive impact for both the workplace and staff and was made a regular fixture in January 2023.

Safety: Prevention Rather Than Response

The HSE management system covers all relevant workplace safety issues and ensures that staff have a clear understanding of the most important safety processes. This helps increase awareness and lays the foundation for positive behavioral change in the workplace among both staff and managers. The HSE management system is underpinned by a series of interconnected policies, including STILL's policy for handling hazardous substances and agents, emergency procedures, and a process for analyzing accidents and near-misses.

Regular and detailed risk analyses are conducted for all STILL activities and workplaces, including both internal production and office facilities and the external working environments encountered by service technicians on-site at customer premises. The aim of these analyses is to ensure that employees come to work healthy, return home healthy, and end their careers without any preventable damage having been done to their health. The risk analyses also evaluate workplace impacts on employees' mental health, including a systematic analysis of the risks posed to employees' mental health by stress, mental fatigue, monotony, mental saturation, and emotional exhaustion, as well as the concrete actions needed to improve the situation.

Sites Subject to a Risk Analysis

2022	2021	2020
89%	93.3%	92%

Handling Hazardous Substances and Agents

Hazardous substances and agents must be handled with care at all times. An interdisciplinary committee for hazardous substances therefore monitors all listed substances and related safety data sheets, legal requirements, and usage instructions. The committee also suggests opportunities to switch to less hazardous alternatives, defines safety precautions, and is responsible for approving new substances.

All employees that work with hazardous substances and all individuals that could come into contact with these substances are given verbal instruction in how to use the substance safely, both before they use it for the first time and at least once per year after that. This training covers the potential risks, safety precautions, instructions for use, and actions to be taken in case of an emergency. Where appropriate, practical exercises also form part of the training. If a health and safety risk cannot practically be removed, personal protective equipment (PPE) must be used.

According to the group-wide HSE Standards, regular measurements must also be taken to monitor exposure to hazardous substances during production processes. This monitoring covers chemicals, odors, and noise levels. Based on the findings from this monitoring, STILL is gradually replacing its manual welding stations with robotic welding systems, as well as installing ventilation systems at steel construction sites and improving the soldering processes for its mechatronics work, in order to better protect its employees against exposure to hazardous substances. The potential for exposure to emissions and hazardous substances is also key factor in the planning and procurement of new machinery and plants.

Emergency Procedures

How employees respond to an emergency situation (such as an accident, fire, or other unforeseen event) has a significant bearing on the incident outcome. STILL has therefore devised an emergency procedure to ensure these situations are handled quickly, appropriately, and in a well-organized manner.

Up-to-date emergency plans—with a bulleted list of the key action points—are displayed at all STILL sites in a clearly visible location, e.g. close to the entrances or alongside fire extinguishers. Responsibility for creating these emergency plans lies with the site management and they are supported in this task by their team of safety specialists and fire officers (where available).

Change Management

Change management is a proven process for monitoring HSE risks and dangers resulting from changes to facilities, operational procedures, or staffing within an organization. Right from the initial planning phase, STILL is committed to assessing and minimizing any potential risks in terms of health and safety, quality standards, energy procurement, and environmental protection.

The company has an established documentation process in place for workplace approvals, which governs the procedure for approving new workplaces, machinery/plants, and equipment/materials. The process is designed to support managers in deciding whether a new workplace, machinery/plant, or operating material can be commissioned without compromising the health and safety of employees.

Process for Analyzing Accidents and Near-Misses

Accidents and near-misses are recorded and carefully analyzed across all sites using a variety of different tools. All the parties involved (the person involved in the accident, their line manager, the HSE department, site management, etc.) are questioned in detail about what happened and the surrounding circumstances, and based on this information the cause of the accident is identified, a cause-and-effect (Ishikawa) diagram is created, and appropriate action is defined.

In Switzerland, for example, a specialist reporting app has been introduced to help staff learn lessons from unsafe and dangerous situations. Employees are encouraged to report risky or dangerous situations (where an accident was narrowly avoided) using the online app, so that action can be taken to prevent similar situations in future. Details of the situations reported and actions taken are available for all employees to view on the intranet.

Training

All STILL employees receive regular health and safety training. Before starting work, new employees must complete mandatory training in the specific risks associated with their workplace/role, the necessary safety precautions, and how best to respond to dangerous situations. All employees must also complete this training at least once per year. Health and safety information is communicated in conversations between line managers and employees, and staff are encouraged to promote a positive health and safety culture.

Safety training is tailored to the individual workplace and covers the specific risks encountered there (as identified in risk analyses) as well as any operational lessons learned. The training is provided by the responsible manager and may include the following topics:

- Company HSE policy
- Employee and manager responsibilities with respect to safety
- Emergency protocols (raising the alarm, escape routes, assembly point, etc.)
- Procedure for reporting accidents within the company
- Contact information in case of emergencies
- First aid and emergency equipment
- Fire procedure and firefighting equipment
- General company safety precautions
- Alcohol and smoking policies
- Availability and use of personal protective equipment (PPE)
- Safe handling of hazardous substances
- Safe use of machinery, cranes, and forklift trucks
- Company's environmental obligations
- Potentially explosive areas
- Performance of manual tasks
- Wellbeing and hygiene
- Safe use of hand-held tools and portable electrical devices
- Safety awareness, incentives, and training to address specific areas of conduct

Additional ad hoc training should also be provided—most importantly following an accident or near-miss. If employees miss a training session, they must complete the outstanding training at the earliest possible opportunity.

Employees That Received Health and Safety Training

2022	2021	2020
94%	100%	100%

Management of External Contractors

Before starting work for STILL, external contractors must inform their employees and, if applicable, their subcontractors of the requirements set out in STILL's HSE information sheet. Each time there is a change in personnel, new staff must also be instructed in the specific HSE requirements for a workplace/construction site prior to starting work and must repeat this training at least once per year after that.

Additional Measures

STILL has also introduced the following measures and initiatives to improve workplace safety standards at its sites:

- Since 2022, STILL Romania has been updating the documentation on its HSE e-learning platform and changing the test questions every six months, in order to increase employee awareness of safety issues.
- In June 2023, STILL Hamburg invited all employees to take part in a safety action day on the theme 'Profis arbeiten immer sicher' [Professionals always put safety first]. During the day, employees had the chance to refresh their practical safety skills—relevant at work, at home, and in their free time – by visiting the event's six different stations, where members of STILL's safety team, the company doctor, and a member of the Hamburg police force provided entertaining, informative, and practical presentations, including raising awareness of the importance of handling heavy or sharp objects and hot or harmful substances with care.
- On June 27, 2023, STILL launched SAFETY STARTS WITH YOU, a training program aimed specifically at STILL's service technicians around the world, which is delivered via the Workday learning platform in the technicians' local language. Technicians often work alone—particularly when on-site at a customer's premises—and have to be able to improvise, make quick decisions, and adapt to the situation on the ground. To help prevent accidents, the training program identifies the eight most common causes of accidents and highlights them in four short videos, which the technicians are prompted to watch every two weeks. The videos feature two colleagues that find themselves in unsafe situations but are able to

recognize the dangers and keep themselves safe. Rather than lecturing, the videos are designed to be both fun and accessible.

- In 2015, STILL introduced a process designed to change attitudes and behavior with respect to workplace safety. Since behavioral change cannot be forced and only happens when staff feel motivated to change their way of thinking, the process takes a psychological approach centered around discussions and meaningful communication. The benefits of the process have been communicated across the company through relevant training. The aim, in doing so, is to create a sense of shared responsibility for safety, with everyone committed to the same goal of preventing workplace accidents wherever possible.

Safety officers meet regularly with management staff, the HSE department, and the works council to share information about the latest health and safety developments and discuss topics relevant to the company's business operations.

Sites with an Official Joint Health and Safety Board

2022	2021	2020
87.1%	80%	84%

Workplace Safety Key Performance Indicators

The lost time injury frequency rate is the key performance indicator (KPI) used to measure progress towards to the sustainability target of reducing the number workplace accidents and days lost due to illness (LTIFR¹). The LTIFR represents the number of workplace accidents recorded, per one million hours worked during the reporting period, that resulted in an employee being off work for at least one day. The target is to reduce this KPI—and consequently the accident frequency rate—by at least five percent per year.

LTIFR (lost time injury frequency rate)¹

2022	2021	2020
12.3	15.6	14.9

[1] Number of accidents per one million hours worked that resulted in an employee being off work for at least one day

LTI (lost time injuries)²

	2022	2021	2020
Employees including apprentices	168	203	169
Employees with fixed-term contracts	13	8	3
Contractors, guests, other	0	1	0

[2] Number of workplace accidents that resulted in an employee being off work for at least one day

Audits and Certifications

The purpose of HSE certifications and regular audits is to ensure that all internal and external HSE requirements are being met and that rapid action is taken as necessary to address cases of non-compliance. To this end, all production locations and almost all sales organizations are certified in line with current labor and environmental standards (ISO 14001, ISO 45001, and ISO 50001). Feedback from the certification and audit process also provides valuable strategic insights that help inform future actions and initiatives.

Sites Certified to ISO 45001 Standard

2022	2021	2020
88.5%	87.2%	71%

A report detailing the activities of the different HSE departments within the KION Group Operating Units is produced each year based on data collected using the software program WeSustain. Regular reports are also published on progress achieved with respect to labor standards. As well as keeping the management informed about the latest progress, these reports are instrumental in defining targets and shaping future actions.

Internal reporting also provides the basis for the systematic analysis of current health and safety standards and potential areas for improvement. Likewise, the annual risk analysis conducted in line with the KION HSE Standard provides important insights in this area. The results of this risk analysis are used to define actions that local organizations can take to prevent injuries, illness, and damaging impacts on the environment.

In addition, all sites in Germany undergo an external HSE risk analysis, every three years or less, to verify that they are compliant with the health and safety standards set out in law.

STILL pursues a focused and coordinated approach to achieving its HSE targets in close consultation with the responsible Group management. This process is supported, in particular, by the audits conducted as part of its HSE management certification and to ensure compliance with Group-wide HSE standards. In addition, the company conducts its own internal HSE audits across all of its departments each year.

Together, these mechanisms provide STILL with a robust process for continual improvement, which ultimately fosters a positive HSE culture among all its employees.

Environment

Environment



Certified Environmental Management System

Environmental protection is an important priority for STILL. The company is committed to minimizing the environmental impact of its operations through its HSE management system and places a particular emphasis on the responsible use of resources and protection of local environments. Its indicator-based approach to environmental management focuses on the areas of energy and greenhouse gas emissions, as well as water and waste.

Under the company's integrated HSE management system—which covers health and safety in the workplace, the environment, and energy—the Management Board and all managers are required wherever possible to: introduce environmentally-friendly and energy-efficient processes and production procedures; reduce waste; use natural resources such as water, land, and raw materials sparingly and responsibly; avoid and reduce contamination of the air, water network, and soil; and make active efforts to cut greenhouse gas emissions.

All STILL sites in the EMEA region have committed to uphold the Group-wide HSE Standard. Some sites have also developed their own additional strategies in line with local requirements. To support these efforts, a designated HSE officer has been appointed for each national subsidiary.

A key sustainability target set out in KION's corporate strategy is to achieve ISO 14001 (environmental management) certification for all sites by 2024. All production locations and almost all sales organizations are currently certified in line with the latest environmental standards (ISO 14001, ISO 50001, and/or DIN EN 16247). Regular audits provide transparency around the actions taken and the foundation for further improving sustainability efforts. All relevant energy and environmental management data are also recorded as part of the established HSE management system, thereby supporting effective sustainability management across STILL EMEA.

Sites Certified to ISO 14001 Standard

2022	2021	2020
88.5%	87.2%	71%

Energy Management

STILL has set itself the target of increasing energy efficiency and reducing energy consumption per truck. To this end, the company is focusing on renewables and electric vehicles, as well options to optimize the lighting technology in use across its sites. Work has already begun to switch the company's lighting systems over LED technology and install motion sensors at workstations.

In addition, STILL has completely revamped the energy systems at its administrative building in Hamburg and taken advantage of the increased efficiency of the city's district heating network to significantly improve its energy footprint and cut its greenhouse gas emissions. Staff are also reminded to use energy responsibly and reduce their energy consumption as part of their mandatory HSE training each year.

Shorter transport distances are also helping to reduce the company's energy consumption. For instance, customers in the Czech Republic, Slovakia, Hungary, Poland, and Austria are now supplied directly from the warehouse at the new regional service center in Brno in the Czech Republic. The new center has enabled STILL to optimize its transport routes and delivery times and, in doing so, has brought the company closer to its customers as well as further reducing its response times and increasing the availability of its products.

Finally, STILL's energy-intensive production locations are now all certified to ISO 50001 (energy management) and undergo regular audits as part of the certification cycle.

Energy Consumption in GJ

	2022	2021	2020
Total energy consumption, direct and indirect	689,477	718,734	481,779
Direct energy consumption	462,337	479,806	304,263
Diesel (non-renewable)	248,606	243,013	225,510
Petrol (non-renewable)	5463	7300	9383
Heating oil (non-renewable)	14,768	15,649	2930
Coke (non-renewable)	72,439	93,485	0
Natural gas (non-renewable)	114,881	118,154	68,913
LPG (non-renewable)	963	888	537
Biodiesel	0	827	910
Self-generated solar power (renewable)	1297	489	0
Indirect energy consumption	227,140	238,928	177,517
Electricity—externally sourced	160,316	171,312	110,455
Heating—externally sourced	66,824	67,616	67,061

Water

STILL ensures that all machinery in use at its premises meets the criteria set out in the German ordinance on industrial health and safety (BetrSichV) and the ordinance on installations for handling water-polluting substances (AwSV). It also carries out regular inspections and monitoring of this machinery.

The company's plants around the world have measures in place to reduce water consumption, e.g. issuing instructions to staff and only washing company vehicles when strictly necessary. In addition, the powder-coating system used in STILL plants is a state-of-the-art model that generates less wastewater. Automated water treatment processes and technologies help to reduce environmental pollution by reducing emissions of volatile organic compounds. The paint used for the powder-coating is also generally a dry granular powder, which reduces the volume of contaminated wastewater. Plus, this technique uses significantly less water overall than other coating methods.

STILL's operations have very little impact on water quality, to the extent that—other than the use of oil water separators—the wastewater needs no additional treatment prior to disposal. Regardless of this fact, STILL takes regular monthly samples of the wastewater from its Hamburg production site. These samples are analyzed internally and externally and the results (volumes and treatment methods) are monitored through an internal reporting system.

The key performance indicators for water withdrawal and wastewater are shown in the table.

Water Withdrawal in m³

	2022	2021	2020
Total water volume	117,979	110,876	45,091
Groundwater	917	1110	610
Municipal water supply	117,053	109,754	44,473
Other sources	9	13	8

Climate Protection

As part of international efforts to limit global warming and address the many challenges associated with climate change, STILL and its partners must also take proactive and forward-thinking action to protect the world's climate. The company works closely with its customers, suppliers, and business partners in many different areas—including energy consumption, efficient use of resources, mitigation of greenhouse gas emissions, and adaptation initiatives—to ensure that it is making a difference within its own operations and beyond.

Climate and energy management policy within the KION Group is based on the Paris Agreement adopted at the United Nations Climate Change Conference in 2015. The Group has committed to achieving the science-based target of reducing its energy-related greenhouse gas emissions (Scopes 1, 2, and 3) by 30% by 2027 in comparison to 2017 levels. In 2021, the Group also began a major project to overhaul its existing climate strategy.

A key interim outcome from this project is a new set of strategic targets that are fully aligned with the current criteria defined by the Science Based Targets initiative (SBTi). In addition to expanding the scope of the Group's climate targets to include additional Scope 3 emissions, the Group has also adopted the SBTi's Corporate Net-Zero Standard as the basis for its target-setting, in order to limit global warming to 1.5 °C above pre-industrial levels in line with the Paris Agreement. A final resolution on these targets will be made by the boards of the KION Group in the near future.

Under the new targets, the KION Group plans to significantly cut greenhouse gas emissions across its value chain by 2030 (near-term) and continue on the path to achieving net zero by 2050 at the latest (long-term, Scopes 1, 2, and 3). Its strategy includes both carbon dioxide (CO₂)—by far its biggest contributor—and other greenhouse gas emissions such as methane, nitrous oxide, hydrofluorocarbons, sulfur hexafluoride, and nitrogen trifluoride, wherever applicable and viable. The new targets also bring the Group in line with new regulations such as the European Green Deal and the EU Taxonomy.

To facilitate the effective and efficient management of its greenhouse gas emissions and energy usage, the Group has introduced a comprehensive climate management system which covers both its own operations and other parts of its wider value chain—from production to the use phase and even re-use at the end of the current product life span. Data on greenhouse gas emissions is collected and presented within the system in accordance with the internationally recognized Greenhouse Gas Protocol.

With respect to Scopes 1 and 2, the KION Group is working to further reduce emissions and energy consumption within its own operations by improving processes and introducing energy-efficient technologies. This includes a combination of ongoing initiatives introduced as part of local energy or environmental management systems (for example, switching to energy-efficient motors and waste heat recovery in production, optimizing heating systems and building infrastructure, introducing LED lighting technology, and optimizing transport routes for sales and service) and centralized initiatives, such as efforts to convert the company's own vehicle fleet to low-carbon drive technologies, source more energy from renewables, and explore additional self generation options for renewable energy.

Efforts to reduce Scope 3 emissions are based on the categories identified as part of a materiality analysis. By far the biggest of these categories—and therefore the priority for action—are the emissions generated by the company's products during the use phase. In addition to improving the product design, the company also educates customers about sustainability factors to consider when choosing a product, ways they can use their products more energy-efficiently, and their options for switching to renewables. The second biggest category—and another key focus alongside Scope 1 and 2 emissions—are emissions from purchased goods and services, i.e. those emissions associated with suppliers and materials. To enable it to address its top Scope 3 emissions categories, the KION Group is gradually introducing findings from life cycle analyses; data on materials, suppliers, and customers; and engagement initiatives involving partners across the value chain (for more information, see [KION Sustainability Report 2022](#)).

Greenhouse Gas Emissions in kg CO₂e

	2022	2021	2020
Scope 1, market based	33,470,453	35,098,796	21,361,947
Scope 2, market based	3,822,547	4,067,903	4,181,415
Scope 3.3 ¹ , location based	10,037,979	10,332,681	6,807,637
Total emissions	47,330,979	49,499,380	32,350,999

[1] Indirect (upstream) fuel and energy-based greenhouse gas emissions

Measures to Cut CO₂ Emissions

In addition to reducing its own greenhouse emissions, STILL also offsets its emissions through climate protection certificates (or carbon credits). The company purchases these certificates and supports associated climate protection projects in partnership with the sustainability consultancy Swiss Climate.

With one certificate alone, STILL offset 26,475 metric tons of CO₂ emissions and supported a project that generates renewable energy from sawdust—a waste product from the production of raw material for the paper industry. The sawdust is used as biomass for generating steam, which in turn generates the power needed for the production of more raw material – thus creating a circular system with the potential to gradually replace fossil fuels as an energy source. This biomass project is also one of only a few climate protection projects in Europe to be awarded the 'Gold Standard'.

Another offsetting project supported by STILL is 'PLANT-MY-TREE'. One of the areas to be regenerated as part of this project is a reforestation area in Hohenaspe, near Itzehoe in northern Germany, where the first of 1000 trees was planted in 2020. This tree and others will continue to grow and absorb harmful emissions for at least 100 years as part of 'STILL's woodland'. Moreover, customers at two of the company's main branches in Hanover and Bielefeld can get involved. Each time these customers order a new electric forklift truck as a replacement for an internal combustion truck, they receive a personalized tree planting certificate as a token of thanks for their custom. They can then display this certificate at their premises as evidence that they are a company that takes its environmental responsibilities seriously.

In addition, all German companies within the KION Group offer their employees the opportunity to lease a bike as part of a pre-tax salary sacrifice scheme. These bikes can also be used outside of work. The bike scheme is a benefit requested by many staff and, at the same time, is an opportunity for STILL to promote sustainable transport more widely.

STILL is also taking action with respect to its fleet of company vehicles. In spring 2022, STILL Switzerland signed up to the DKV Climate Card from the DKV Mobility Group, meaning that 90% of the company's vehicle refueling in Switzerland is now climate neutral. STILL Nordic Markets (Denmark, Sweden, and Norway) also introduced a new regulation in 2022, which stipulates that all company vehicles must be hybrid or electric.

Additional Emissions Monitoring

Most of STILL's premises are located in industrial areas where there are no local residents. Ongoing checks and measurements have confirmed that no external soundproofing is required; however STILL does have internal noise reduction measures in place. Noise levels are assessed across all workplaces and the health and safety and environmental protection department maintains and regularly updates a register of noise measurements taken. Risk analyses are conducted to identify the most effective measures to protect employees against noise-induced hearing loss, including warning signs displayed across all production sites and ear defenders supplied free of charge. Acoustic enclosures are also erected around loud machinery and soundproofing walls installed.

In addition, STILL's iron foundry—Eisengießerei Dinklage GmbH—is subject to strict licensing conditions, including the installation of high-performance filter systems to minimize the amount of particulate matter entering the atmosphere and local surroundings.

Other Airborne Emissions Monitored in kg

	2022	2021
Other significant airborne emissions–total	1,010,299	1,015,238
Carbon monoxide (airborne emissions, CO)	947,275	947,275
NOx	3765	3765
SOx	18,989	18,989
Volatile organic compounds (VOC)	36,226	40,978
Particulate matter (PM)	4127	4288
Other airborne emissions	8	34

Efficient Use of Resources

Under the Group-wide HSE Standard, all local Group companies—including STILL—must have processes in place for recycling and re-using their waste. Refurbishing trucks for re-sale is a positive solution for many reasons, not least the fact that it saves valuable resources and reduces waste. Used trucks are therefore playing an increasingly important role in STILL's sustainability strategy, since they significantly reduce the company's CO₂ emissions and, in turn, its carbon footprint.

In the 2022 reporting year, STILL EMEA put around 12,000 used trucks back into circulation. If the trucks are not suitable for re-sale by STILL, another reputable KION Group company—BlackForxx—markets them to third party dealers worldwide.

STILL also offers its customers the opportunity to rent trucks in order to cover peak production periods, help with events, or replace trucks that are out of service. In fact, many companies are increasingly turning to rental options as a way of using resources more responsibly – modern fleet management without a fleet!

Another important focus for STILL in terms of using resources responsibly is to find ways to replace critical materials and hazardous substances with less critical and hazardous alternatives. This applies to both raw materials and the operating materials used in production that are not part of the end product itself. For instance, in recent years, the hazardous substance methylene chloride, which was typically used for cleaning out paint sprayers, has been replaced with a less hazardous alternative. Likewise, the company's painting lines are now cleaned down using a less hazardous product.

In addition, STILL Hamburg has two ongoing projects aimed at reducing its material consumption, including its use of hazardous substances: The first is to substitute the lead used in the soldering processes for its mechatronics work and the second is to switch from single-use spray cans to reusable spray cans in its maintenance work.

Waste Disposal

STILL is consistently working to cut its waste volumes, notably by reducing the amount of packaging in use.

In line with the KION HSE Standard, different types of waste are separated into clearly labeled containers that can be easily accessed by large refuse collection vehicles. The waste disposal area is suitably equipped and has warning signs in place to prevent waste from being blown around the site in bad weather and mitigate against leaching and contamination of the soil in case of heavy rainfall.

The waste disposal company contracted by STILL Hamburg provides the following recycling and disposal services in accordance with the German Circular Economy Act (KrWG):

- Recycling and recovery of organic waste
- Reprocessing of sludge and residue from kitchen grease trap
- Recycling and recovery of inorganic waste—i.e. reprocessing of slurry and emulsion from operating processes
- Waste exchange, so that the waste can be processed, e.g. conditioned or dried, and inputted into another end recycling or recovery system

All employees are also encouraged take play their part in reducing waste. For instance, RECUP and REBOWL, Germany's largest reusable packaging system for take-away food and drink, is now in use at the company catering facilities at STILL Hamburg.

Waste in Metric Tons

	2022	2021	2020
Hazardous waste for disposal	1,248	1,525	734
Incinerated	63	63	43
Sent to landfill	697	703	16
Other disposal method	487	759	675
Non-hazardous waste for disposal	6,896	8,838	880
Incinerated	179	268	250
Sent to landfill	6129	57	59
Other disposal method	589	8513	571

	2022	2021	2020
Hazardous waste for recycling/re-use	3,378	3,057	2,822
Recycled	2640	2608	2550
Processed ready for re-use	19	206	165
Other method	718	243	107
Non-hazardous waste for recycling/re-use	13,723	15,267	10,859
Recycled	12,624	13,838	10,356
Processed ready for re-use	659	347	156
Other method	440	1082	347

Team Effort

The mandatory HSE training completed by staff each year covers a range of environmental, climate, and energy management topics that are relevant for the business, including energy consumption, water usage, waste separation, and the risks posed by climate change.

Employees Trained in Environmental Topics

2022	2021	2020
83.9%	79.3%	80%

The increased awareness of environmental issues among staff can be seen in the large numbers of environmental initiatives organized across the business:

- The Recycling Bunny visits STILL Switzerland every Easter to give staff ideas, tips, and suggestions for promoting sustainability and improving their health. Often people think, 'how can my small actions help combat climate change?' But the answer is simple: 'Together we are stronger. Every one of us can do their bit, for example by always recycling our waste properly.' If we recycle more, we don't need to produce as many new materials – and that reduces emissions and saves lots of valuable natural resources.
- In March 2023, STILL employees were asked to donate their old cellphones, tablets, and accessories as part of World Recycling Day. Around 80% of the components in mobile phones can now be recycled and the materials re-used instead of extracting more resources from the natural world. The donated devices were used to support the 'Handys für Hummel, Biene & Co' [Cellphones for Bumble Bees & Co] initiative run by the German Nature And Biodiversity Conservation Union (NABU), which has been working since 2006 to promote professional cellphone recycling and ensure that the materials from electronic devices are fed back into the material cycle. A total of over 500 devices (cellphones, tablets, headphones, and power packs) were collected in the NABU boxes across the KION Group sites in Germany – STILL alone collected just under 200 cellphones plus accessories. This particular campaign focused on employees' private cellphones, but STILL also has measures in place to tackle work cellphones and devices. For many years, the on-site support team have been collecting old and broken work cellphones at the company's sites in Germany, and sending boxes full of devices to an external service provider for recycling or refurbishing.
- In 2022, STILL Poland launched its 'A tree for a forklift' campaign, which saw it commit to planting one tree for every truck sold during the calendar year. Since planting is only possible at two points in the year (during spring and fall), the environmental stats for the scheme are based on the total number of trees pledged, rather than the number actually planted to date. In total, the campaign has pledged to plant 4829 m² of woodland with the potential to absorb 26,106 kg CO₂ and offset 252,358 kg of paper consumption.

Idea Management

Idea management—i.e. the process of collecting suggestions from all staff in order to continually improve the business—has been a central fixture in STILL's company culture for many years. The aim is to improve quality standards, productivity, and employee satisfaction across the company based on the insights and experiences of the whole staffing body. By tapping into these potential areas for improvement and incorporating them into its continual improvement process, the company can take action to improve its product and service portfolio, production and work processes, and working conditions—including health and safety and environmental standards—for the benefit of both the business and its employees. Ideas for improvement are assessed by an expert in the relevant field against a defined set of criteria and given a summary score, with prizes awarded for the best-scoring ideas.

In 2022, STILL ran its first idea management initiative with a focus on environmental sustainability. Employees were given three weeks to submit their suggestions for how to make KION more sustainable. The questions posed included: How can we reduce our energy consumption? How can we save on raw materials and components, or better re-use them as part of a closed-loop cycle? How can we optimize our supply chains and transport routes to make them more environmentally friendly? And, how can we reduce waste and improve recycling? A panel then selected the ten best suggestions and awarded prizes to the three ideas with the biggest environmental impact. A total of 354 employees submitted suggestions and in 2022 STILL put three of its staff's ideas into practice. For example, it reduced the volume of plastic waste associated with the delivery of cylinders to its production sites by working together with the supplier to have the cylinders delivered in bundles, thereby reducing the amount of plastic packaging.

Products and Solutions

Products and Solutions



STILL products are synonymous with efficiency, environmental compatibility, ergonomics, and safety. As such, sustainability lies at the heart of the company's value proposition for its products. STILL sees itself as a pioneer in the development of efficient low-emission drive technology, not least thanks to its over 100-year history of developing electric vehicle technology that meets the specific requirements of its target customer groups.

Product Development

Efficiency is the foundation for all product development work within the KION Group. Across the Group, universal standards and international coordination of its technical operations around the globe help to streamline the development process for multiple product variants. All development projects initiated by the product management team of the relevant Operating Unit in response to specific customer requirements are coordinated and overseen by the Group-wide CTO¹ Organization.

For the KION Group, the key focus is to ensure its operations are well aligned across the complete value chain and to develop more sustainable products, solutions, and services for its customers. These products and solutions also play a key role in the Group's efforts to achieve its own sustainability targets. To meet these targets, the company needs a diverse product portfolio—comprising physical products, software, and services—that prioritizes sustainability at all stages of the product lifecycle, from design and production through to usage and end of life.

STILL has set itself clear targets for its product development work, namely to continue to focus its product range on battery and fuel cell powered technologies in the long term and to continually increase the proportion of components that can be cycled back into the production process. In 2022, 97% of STILL trucks sold to customers were electric. In 2020, the innovative Product Evolution Process (iPEP) was also relaunched as part of the KION Product Development Optimization (KPDO) project, meaning that sustainability requirements are now a direct part of the product development process, including documentation of requirements and progress towards the targets set.

STILL is committed to designing products and solutions that are as environmentally friendly and energy-saving as possible, so that it can offer its customers solutions that make efficient use of resources and are also cost-effective to run. To this end, the company sources the most environmentally friendly materials it can and ensures that its products can be easily repaired, refurbished, and re-used as necessary.

Mixed production lines—where several different truck models are assembled on the same conveyor—are another effective way of using resources more efficiently. In addition to offering financial benefits, these production lines are also much better for the environment, since the smaller production area reduces the amount of raw materials and energy required to build, operate, and maintain the infrastructure. In order to produce its counterbalanced forklift trucks on its mixed production lines, STILL has also introduced additional automation solutions, such as welding robots. This increased level of automation has environmental benefits since it avoids spikes in electricity usage; plus it promotes the health of employees, as in many cases they are no longer directly exposed to welding risks such as heat sources and smoke.

Energy Management

To further improve the efficiency of its products, STILL is developing solutions such as smart networks and charging management systems, which help customers manage their electricity usage as efficiently as possible according to the area of application, and to avoid spikes in demand.

With 'Mission: Zero Emission', STILL has set itself the clear long-term target of reducing CO₂ emissions from its product fleet to zero. Until then, the company will continue to optimize its existing technology, in order to give its customers an important competitive advantage.

One such technology is its Blue-Q efficiency mode, thanks to which STILL's trucks are already among the most efficient in their class. This smart technology—which is easily activated via a button inside the truck—enables customers reduce their energy consumption by up to 20% by automatically switching functions off when they are not in use. This significant reduction in energy usage enables customers to substantially reduce their costs—without changing or compromising their operational processes. For an electric forklift truck with a 1.6-metric-ton load capacity working a three-shift pattern over five years, this 10–20% reduction in energy consumption equates to a saving of around 2500 euros—even without taking into account the potential additional savings resulting from reduced wear and tear, a longer battery lifespan, and longer operating time per charge.

For customers looking to switch to alternative energy sources, STILL's solutions can offer an energy saving of up to 30% thanks to the increased efficiency of its lithium-ion technology. To maximize these benefits for customers, STILL offers a 'Best Technology Fit Promise', whereby it analyzes each customers' individual use case in order to determine the best energy system for their business. This decision is a primarily strategic one, dependent on the customer's specific use case and cost factors, as well as whether they have the necessary set-up and vision to achieve climate neutrality in their operations.

In addition, a modern fleet management system, such as the STILL FleetManager 4.x or STILL neXXt fleet, provides customers with an overview of all relevant fleet management data, as well as a wide range of data analysis functions. FleetManager 4.x is a tool for managing access permissions, as well as creating and evaluating reports and truck data, while neXXt fleet is an online portal that supports fleet management and the analysis of commercial fleet data. Both systems provide customers with a real-time overview of their fleets, allowing them to further increase the efficiency of their industrial truck operations.

Alternative Fuels and Drive Technologies

STILL's products play a key role in its customers' value chains and have a direct impact on its customers' progress towards their sustainability targets – including climate neutrality. Greenhouse gas emissions, energy efficiency, efficient use of resources, and the circular economy are therefore key focus areas for STILL in its ongoing efforts to improve its products and solutions. These efforts include: moving towards an all-electric product range, offering a range of different electric drive technologies, increasing energy efficiency wherever possible, developing products that require fewer materials and generate less waste, and sourcing materials that support the creation of closed-loop material cycles.

Over the years, STILL has continued to develop its electric drive technology and, as a result of these efforts, electric forklift trucks with lithium-ion batteries can now achieve load capacities that were previously only possible with powerful diesel or gas-powered models. STILL is committed to developing electric forklifts that can replace their internal combustion counterparts, and in this respect its products have proven extremely successful.

The majority of STILL's trucks are fitted with energy-efficient lithium-ion batteries. These batteries offer important advantages over conventional lead-acid batteries, notably faster charging times and higher charging efficiency, a significantly longer lifespan, and much higher capacity. The energy efficiency of lithium-ion batteries is also over 90%. In comparison to models with conventional rechargeable batteries, these products therefore help customers to reduce their energy consumption, as well as make a significant cut in their greenhouse gas emissions.

Hydrogen

STILL's comprehensive range of electric products also includes turnkey hydrogen solutions. STILL is currently expanding production of its own fuel cell system at its Hamburg site and is working together with Hydrogentle—a Hamburg-based company specializing in hydrogen infrastructure—to provide a complete one-stop hydrogen solution for its customers, comprising hydrogen-powered industrial trucks, fuel, servicing, and all the necessary infrastructure.

Depending on customers' requirements, STILL can supply industrial trucks fitted with fuel cells directly from its factory, as well 'fuel cell ready' options. By offering its customers forklift trucks fitted with fuel-cell technology, the company hopes to provide an environmental-friendly alternative to conventional internal combustion models, since the two technologies are very similar in terms of performance. If the hydrogen is produced using renewable energy, the customer's fleet generates almost zero emissions, which has a big impact in terms of reducing their greenhouse gas emissions. STILL has already supplied over 100 hydrogen-powered warehouse trucks—the largest fleet in Europe to date—to a major French food retailer.

Refurbishment and Recycling

The design engineering policies and requirements of the KION Group set minimum standards for supplier parts and the identification of parts. These standards stipulate that used plastic and rubber products should be reused wherever possible; must be compatible with existing recycling systems; and as far as possible must be able to be separated into distinct material types. These same principles are also underlined in the KION works standards.

Since 2022, STILL has been producing its own lithium-ion batteries with a particular focus on refurbishment and recycling. The company has been working together with its partner Li-Cycle to close the loop for these components and address the all-important question of what happens to batteries once they reach their guaranteed number of charging cycles.

For many years, STILL has also offered an attractive range of rental and used trucks, designed to help customers reduce their costs and also preserve valuable primary raw materials. STILL operates refurbishment centers in Bremen (Germany), Poznań (Poland), and Lainate (Italy), where expert teams evaluate the used models, conduct in-depth tests on their hydraulic systems and electronics, and classify them based on their condition (bronze, silver, or gold). Depending on this classification, they then fully refurbish the truck using original replacement parts and repaint it. The battery is regenerated, capacity testing is performed, and after some final quality checks, the truck is ready to begin its second life. By offering this refurbishment service, STILL is already making an important contribution to the expansion of the circular economy.

Old forklifts that have reached the end of their useful life are disposed of in accordance with Directive 2000/53/EC of the European Parliament and Council. In line with this legislation, STILL publishes detailed information about the disposal of its forklift trucks at approved recycling facilities.

Footnotes:

[1] The KION Group's cross-brand and cross-regional approach to product development is designed to maintain universal standards and ensure international coordination of its technical operations around the globe. Functions such as research and development, procurement, and quality and sustainability management all fall under the remit of the KION Group's Chief Technology Officer (CTO).

Sustainability within the Supply Chain

Responsibility for manufacturing and the delivery of end products to the customers lies with other organizations within the KION Group and its subsidiaries.

In addition to promoting the sustainable use of materials in relation to its products and services, the KION Group is committed to ensuring that human rights, labor conditions, and environmental standards are upheld at each stage in the value chain. To this end, the KION Group is currently setting up an information and analysis system to record relevant data and information to support the effective management of the supply chains for its key procurement items and materials.

Principles of Supplier Conduct

The KION Group Code of Compliance and Principles of Supplier Conduct define specific rules and requirements for responsible procurement that suppliers must adhere to when conducting business with KION Group companies. The Principles of Supplier Conduct, in particular, contain clear ecological and ethical guidelines in line with environmental, labor, and human rights standards and are available in the three main languages of KION's most important procurement markets.

In addition, the KION Group's General Purchasing Conditions—and individually agreed contracts—set out detailed requirements to ensure compliance with procurement obligations, applicable laws, and the KION Group Principles of Supplier Conduct, as well as for maintaining transparency throughout the supply chain. All these policies are binding for the entire KION Group and all its legal entities, and are regularly audited to ensure that they are up to date and complete.

Three-Phase ESG Evaluation

In order to objectively and robustly assess the sustainability risks and credentials of its key suppliers, the KION Group has introduced a three-phase ESG (environmental, social, and governance) evaluation using the SaaS (software-as-a-service) platforms provided by EcoVadis and IntegrityNext. In 2022, the Group started using the IQ platform from EcoVadis to conduct general sector and country risk analyses for all its direct procurement suppliers—i.e. those that manufacture materials for the Group's production operations—where the annual KION Group spend is over 100,000 euros, in order to better understand their sustainability risk profile (phase 1). In a next step, the company began using the IntegrityNext platform and its self-evaluation questionnaire to assess the extent to which these direct procurement suppliers comply with human rights, labor, and environmental standards (phase 2). Finally, it introduced a third, more rigorous evaluation, whereby it requests that suppliers undergo an EcoVadis assessment (phase 3). Thanks to this three-phase evaluation process, the KION Group can now verify that its suppliers comply with specific standards in the areas of HSE, anti-corruption and anti-bribery, product-related environmental protection, and upstream supply chain monitoring. More importantly, it can also check that they uphold human rights, labor, and employment standards.

New suppliers are asked about their sustainability credentials as part of the supplier onboarding process and must undergo the three-phase ESG evaluation described above. Existing suppliers are also assessed regularly (annually). By taking these actions, the KION Group aims to further increase transparency around the sustainability credentials of its suppliers and take targeted action to better manage the risks and opportunities for the sustainability of its supply chain.

If weaknesses are identified in a supplier's operations, preventative measures and improvements are introduced, with progress monitored using mechanisms such as the EcoVadis platform. The supplier is then re-assessed to verify that the necessary improvements have been made.

Percentage of STILL's Direct Procurement Spend Allocated to Tier-1 Suppliers Covered by a General ESG Risk Assessment (Phase 1 – EcoVadis IQ)

2022 ²	2021	2020
81%		

Percentage of STILL's Direct Procurement Spend Allocated to Tier-1 Suppliers Covered by an Individual ESG Risk Assessment using IntegrityNext or EcoVadis Main

2022	2021	2020
46%	20%	17%

Between 2020 and 2022, supplier audits and monitoring efforts were hampered by the restrictions imposed around the world in response to the COVID-19 pandemic. With just a few exceptions, most countries are expected to lift the bulk of these restrictions during 2023, which will allow more on-site audits and checks to be conducted across the supply chain. The KION Group intends to continue the roll-out of its three-phase ESG evaluation system, so that it can effectively manage the risks and opportunities presented by its global supplier base for all Group organizations, avoid duplication of efforts on-site, and harness the maximum number of synergies across the Group.

Number of STILL Suppliers Audited/Assessed That Made Improvements

2022	2021	2020
11	6	0

Number of STILL Suppliers Audited/Assessed That Improved Their Evaluation Score

2022	2021	2020
107	81	55

In July 2023, KION announced its official commitment to the Science Based Targets initiative (SBTi). As a result, ongoing efforts to reduce CO₂ emissions within the KION supply chains will be subject to a binding target and CO₂ reduction and net-zero requirements will play an important role in shaping supplier relationships and the strategic development of the supply chain. The global procurement organization is currently developing and introducing relevant initiatives, processes, and strategies, to enable to business to meet this target.

Diversity within the Supply Chain

The KION Group is committed to promoting diversity within its supplier base. Just as the Group benefits from the diversity of its workforce, so too the company recognizes that a diverse pool of suppliers can help bring fresh new perspectives to its products and services. The KION Group therefore deliberately seeks out partnerships with small and diverse suppliers with a strong track record (nationally registered companies classified as 'small and underrepresented' or owned and operated by women, minority groups, or military service veterans). The company works hard to build strong mutually beneficial relationships with these suppliers and the communities that they represent. In addition, the KION Group is proactive in strengthening its relationships with business leaders, community organizations, and trade associations that represent the interests of a diverse range of businesses.

German Supply Chain Due Diligence Act (LkSG)

In response to the provisions of the German Supply Chain Due Diligence Act (LkSG), which was adopted by the German government in 2021, the KION Group launched a thorough review of the supplier evaluation and assessment system in place across all its regions for both direct and indirect procurement categories. The three-phase ESG evaluation system described earlier is the result of this review. New sustainability requirements were also incorporated into the revised supplier assessment process.

A key element of the LkSG legislation is that companies must provide their own staff with training on the topics of human and environmental rights within the supply chain. KION procurement staff have therefore completed training on the measures in place across the Group to hold suppliers accountable with respect to human rights, labor rights, employment standards, and environmental standards. Further training and monitoring are planned from 2023 onwards as part of the comprehensive three-phase ESG evaluation system and other proactive sustainability initiatives.

Conflict Minerals and Conflict Zones

In devising its corporate strategy, the KION Group strives to achieve a balance between economic, environmental, and social factors. The key priority for the global procurement organization is to ensure compliance with all international laws and regulations, and at the same time exceed customer expectations by going beyond the minimum requirements. The KION Group is not required to report on conflict minerals under European Union regulations; however the Group acknowledges this legislation and is working to include conflict minerals and conflict zones as part of its system for assessing and improving the sustainability of its supply chain. To improve transparency around conflict minerals within its supply chain, the KION Group has included the standardized Conflict Minerals Reporting Template (CMRT) in its General Purchasing Conditions. The company has also joined over 200 others in using the Assent platform—an SaaS compliance platform that allows businesses to analyze product-specific data for their suppliers and also verify the practices of smelters and refineries as part of an industry-wide recognized audit/evaluation program.

The Group-wide Conflict Minerals Standard was introduced in 2023 in line with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, the EU Conflict Minerals Regulation (Regulation (EU) 2017/821), and the US Dodd-Frank Act. This standard sets out the KION Group's own commitments with respect to conflict minerals and also defines its expectations for its suppliers around the world in line with the KION Principles of Supplier Conduct. The standard applies to all KION Group companies and all employees worldwide, especially those staff involved in developing and procuring goods and services on behalf of the Kion Group or any of its Group companies.

Footnotes:

[1] The KION Group's cross-brand and cross-regional approach to product development is designed to maintain universal standards and ensure international coordination of its technical operations around the globe. Functions such as research and development, procurement, and quality and sustainability management all fall under the remit of the KION Group's Chief Technology Officer (CTO).

[2] ESG evaluation (phases 1 and 2) only available since 2022

Community Engagement

Community Engagement



Community engagement is an important part of STILL's identity as a business. As a global company, STILL strives to be a good neighbor to the local communities at its sites around the world, by lending its support to social and humanitarian projects. STILL's headquarters in Hamburg, for instance, have a long history of supporting community organizations in the city where the company was first founded and where, decades later, it maintains a strong sense of affinity.

To ensure all actions by the company and its staff are transparent and within the law, STILL follows the KION Group policy on donations and sponsorship, which governs all aspects of the Group's community engagement activities, including areas of responsibility and decision-making processes. In 2020, this policy was revised and improved across the Group. It covers both financial donations and volunteer work, and is designed to facilitate fast and pragmatic decision-making at local level and enable a rapid response in case of emergencies, such as natural disasters.

The KION Group Code of Compliance also contains relevant information on community engagement and gives confidence to managers on the ground that they are acting in line with the law. All donations and sponsorship arrangements must be verified and approved in advance by the compliance department. Donations must always be transparent, follow a strict set of standards, uphold the values and policies of the KION Group, and conform with any applicable legislation.

In all its community engagement activities, STILL makes a clear distinction between donations and sponsorship. Donations are voluntary gifts of money or items that are given to charities without any expectation that this action will be reciprocated. In contrast, sponsorship is awarded in return for a service such as advertising or marketing. It is also important to ensure that recipients' intentions in accepting donations or sponsorship are compatible with the values and principles upheld by the KION Group.

Taking Responsibility—Creating Equal Opportunities—Shaping the Future

These are the three pillars that underpin STILL's corporate values and in each case the company takes its responsibilities very seriously. Since 2010, STILL has been supporting three local projects in Hamburg that promote equal access to education,

culture, and community for children and young people across the city. In 2022, STILL donated 5000 euros each to the Mittagskinder foundation, Kultur Palast Hamburg foundation, and Produktionsschule Wilhelmsburg school. The Mittagskinder foundation provides a regular healthy lunch for around 200 children in Hamburg. The foundation's team also spend time with the children, giving them attention, a sense of community, and specialist support with their homework. The Kultur Palast Hamburg foundation, meanwhile, has been promoting cultural understanding through interactive music and dance projects for more than 40 years, and the Produktionsschule Wilhelmsburg is committed to ensuring equal access to education for all. The school helps young people from disadvantaged backgrounds to enter the jobs market by providing relevant training, particularly in technical professions, carpentry, catering, retail, and hairdressing. In addition to providing financial support, STILL also works together with the school to offer work placements, factory tours, and even apprenticeships.

STILL also supports the work of Hamburg-based aid organization Hanseatic Help e.V. and has provided the organization with an EXV high-lift truck to support its operations at its warehouse in Hamburg Stellingen. Hanseatic Help has been supporting people in need since 2015 and its dedicated team of volunteers face an enormous challenge in storing, organizing, and dispatching the large volumes of donations that the charity receives. Every week, Hanseatic Help distributes around 30,000 items—mainly clothing and hygiene products—to those who need them most.

Supporting Families in Need in Spain

When the COVID-19 pandemic hit, many people found themselves in desperate need of help, but it was only thanks to support from businesses that the volunteers at the Banco de Alimentos de Madrid (Madrid food bank, BAM) were able to continue their vital work. BAM was one of the first organizations to respond to the hundreds of families in Spain that found themselves in need. Faced with food shortages, the organization launched a campaign called 'Kilo COVID-19', which raised 1300 metric tons of donations of basic foodstuffs. STILL, in turn, donated several of its electric pallet trucks and forklift trucks to help BAM's volunteers distribute these donations efficiently and safely – and enable the organization to continue its essential work supporting some of the most vulnerable members of society during a very challenging time.

On October 27, 2022, STILL received an award from the Fundación Banco de Alimentos de Madrid (the foundation for the Madrid food bank, FBAM) in recognition of its support during 2020. The team at STILL is grateful to have been recognized in this way and has nothing but respect for all the organizations celebrated that day. These partnerships are vital for building a better society founded on a shared sense of community, which is why STILL is committed to lending its support where it can.

Emergency Aid

On February 6, 2023, millions of people were caught up in a once-in-a-century natural disaster when a devastating earthquake struck on the Turkey-Syria border. Thousands of people died and hundreds of thousands were left homeless, their homes destroyed or left too unsafe for them to return. Employees wanting to show their support for the victims were invited to take part in the KION earthquake relief appeal and donate as many hours' pay as they wished (via the HR department) to the German Red Cross (DRK), which was active on the ground helping to rescue people trapped in the rubble and also supplying food and accommodation. In total, the appeal raised just under a quarter of a million euros—an impressive figure that is testament to the solidarity shown by employees around the world.

Ukraine War

The Russian invasion of Ukraine and the subsequent suffering of the Ukrainian people have had a profound impact on employees at STILL Poland. Ukraine lies just over the border from Poland and the language and history of the two countries are closely related. Consequently, Poland became the main destination for the over four million refugees that fled over the border from Ukraine. The STILL team knew instinctively that they had to help their neighbors in these challenging times. The immediate priority was to find housing for the refugees because no-one wants to live in emergency accommodation on a permanent basis. STILL Poland therefore teamed up with the Lena-Grochowska foundation, which specializes in organizing accommodation for people in need. Over a six-month period, the company donated 50,000 złoty (around 10,500 euros) to the foundation every month. In addition to financial donations, many employees also opened up their homes to the refugees and some continue to have refugees living with them to this day.