



Sustainability Report 2023

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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 ("STILL" in this report) within the European Economic Area, the Middle East, and Africa (EMEA) during the 2023 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 2023 covers the 2023 financial year from January 1 to December 31, 2023. The report covers all STILL consolidated companies based in 21 countries in the EMEA region (operational structure), including their plants and sales and service organizations.

As part of the KION Group, STILL remained a core brand within the KION ITS EMEA Operating Unit during the 2023 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 2023](#). 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's Sustainability Report 2023 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 (KPIs) used in this report were primarily collected through 35 reporting units. Six 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 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 2023](#).

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 | 2023 | 2022 | 2021 |
|---|----------------------------|----------------------------|----------------------------|
| ISO 14001 certification rate ¹ | 91% | 89% | 87% |
| Energy use | 704,729 GJ | 689,477 GJ | 718,734 GJ |
| Greenhouse gas emissions (Scope 1 + 2) ² | 38,298 t CO ₂ e | 37,293 t CO ₂ e | 39,167 t CO ₂ e |
| Greenhouse gas emissions (Scope 3) ² | 10,405 t CO ₂ e | 10,038 t CO ₂ e | 10,333 t CO ₂ e |
| Water consumption | 121,130 m ³ | 117,979 m ³ | 110,876 m ³ |
| Waste produced | 26,074 t | 25,245 t | 28,689 t |

| Employees | 2023 | 2022 | 2021 |
|---|------|------|------|
| Percentage of Female Employees | 14% | 14% | 13% |
| ISO 45001 certification rate ¹ | 91% | 89% | 87% |
| LTI (lost time injuries) ³ | 141 | 168 | 203 |
| Accident frequency rate ⁴ | 9.6 | 12.3 | 15.6 |

[1] Or equivalent standards, based on all sites

[2] Scope 1 and 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 80%, as measured by annual employee surveys conducted worldwide | 2026 |
| | | 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 number of products that have a life cycle assessment available | |
| | | Increase number of products with cradle-to-cradle certifications | |
| | Product and solution safety | Increase average number of selected safety features ⁵ per industrial truck to 4 | 2027 |
| Processes | Climate and energy | Achieve absolute reduction in GHG emissions (Scope 1, 2, 3) in tons of CO ₂ e compared to 2021 ² : | |
| | | <ul style="list-style-type: none"> - Near term Scope 1 and 2 by 4.2% per year Scope 3 by 2.5% per year | 2030 |

| | – Long term | By 2050 |
|------------------------|---|---------|
| | Scopes 1, 2 + 3: 100% reduction to achieve net zero | |
| | Increase in the share of renewable energies used in own operations | |
| | Achieve 100% ISO 14001 ¹ certification rate | 2024 |
| Circularity | Increase in the proportion of waste recovered in own operations | |
| Supply chain | Publish EcoVadis score or equivalent rating ³ (corporate social responsibility performance) for: | |
| | 100% of strategic and high-risk suppliers ⁴ | 2023 |
| | 100% of direct suppliers | 2025 |
| Sustainable governance | EcoVadis Gold rating for the KION Group and evaluated subsidiaries | 2027 |
| | S&P Global Corporate Sustainability Assessment (CSA), KION Group score ≥ 70 points | 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

[5] Number of additional safety features ordered by customers in addition to the standard device (deemed safe in accordance with legal requirements).

Sustainability Strategy and Management

Sustainability Strategy and Management

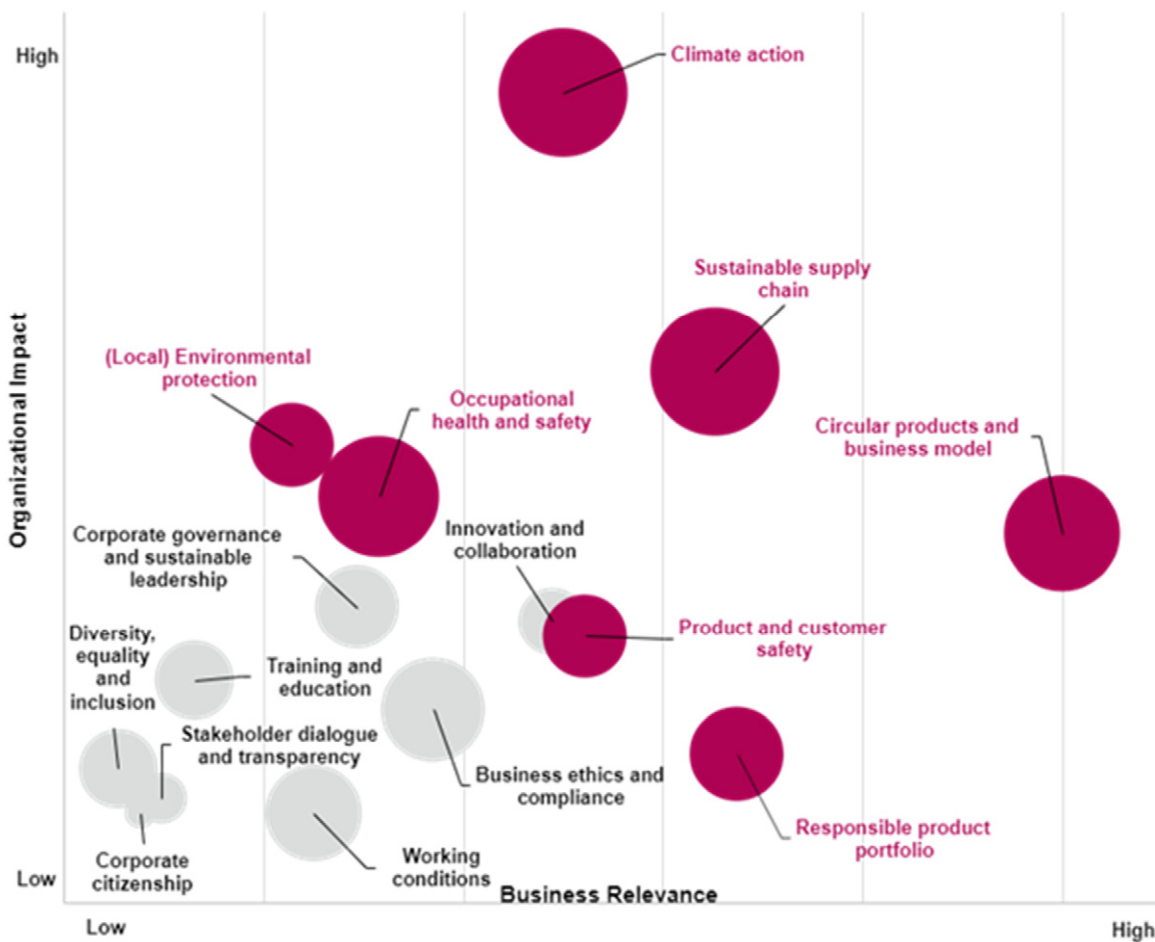


Sustainability has been a firm fixture and defined area of action within the “KION 2027” corporate strategy for many years. In implementing its sustainability strategy and underlying sustainability program, the KION Group has chosen to adopt a systematic Group-wide approach.

As part of the KION Group, STILL complies with the principles and policies for sustainable business practices in place across the group. Sustainability criteria have also been firmly integrated in operational business activities by implementing company-specific guidelines and procedures. 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 material issues that may be relevant to 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. Topics are assessed with regard to their relevance to the KION Group from three perspectives: relevance to the business (outside-in, opportunities and risks for the Group's business development), impact of the organization (inside-out, impact of the Group's business activities on the environment and society), and relevance to stakeholders (importance with regard to the development and shaping of expectations and decision-making on the part of stakeholders). 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. We are planning to review the materiality analysis again in 2024 in view of the upcoming entry into force of the new EU Corporate Sustainability Reporting Directive (CSRD).

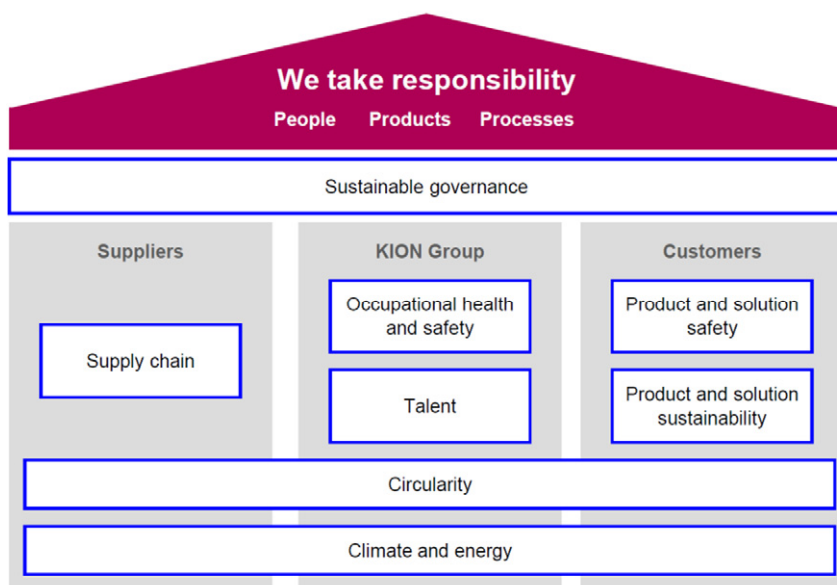
Group-Wide Materiality Analysis



Guiding Principles and Fields of Action

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's sustainability strategy and materiality analysis, STILL pursues a specific program of targets, initiatives, and monitoring within each of these action fields, in order to meet stakeholder expectations and ensure compliance with political and legislative requirements.

Group-Wide Action Fields



Company

STILL is a leading supplier of internal logistics solutions, with a portfolio that includes forklift trucks, warehouse trucks, networked systems, and support services. Founded in 1920 by Hans Still, the company's hallmarks include targeted, tailor-made solutions backed up by outstanding service. STILL has set itself the goal of making intralogistics processes 'smart'. To this end, the company develops intelligent solutions with the aim of creating warehouse management workflows that are smoother and more efficient. These workflows provide more effective protection for workers' health while ensuring the company can meet the highest standards of sustainability. STILL is thus forging ahead with new solutions for electric vehicles and automation—from fleet and energy management through circularity, which refers to the approach of consistently conserving resources and recycling the materials used. STILL's ethos is to be a smart and dependable intralogistics partner. The company offers a wide-ranging portfolio of vehicles, systems, and consulting services that ensure every customer receives custom solutions designed to meet their precise needs.

In addition to selling new products, STILL also offers used trucks and rental options. With an extensive fleet of over 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 2023](#)). The individual targets, sub-targets, and corresponding measures are reviewed at regular intervals, including to ensure they are aligned with external requirements, the different action fields, and with internal stakeholder requirements at Group level and within the Operating Units.

The leads for the individual fields of action and the regional sustainability coordinators in the KION Group work together with central sustainability management as part of a steering committee. Together, they ensure that the sustainability program is consistent across the Group, continually enhanced, and implemented. The KION Group's central 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 objectives 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 (for example, 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 2023](#)). STILL thus has a basic methodological framework for its climate action and is committed to the target of limiting global warming to 1.5 °C above pre-industrial levels, which was adopted at the United Nations Climate Change Conference in Paris in 2015. After announcing the official commitment in 2024, the KION Group will update its climate targets in line with SBTi criteria.

As a supplier, STILL has undergone regular corporate responsibility assessments and certification from the independent and internationally recognized ratings provider [EcoVadis](#) since 2012. Having received an impressive Gold rating from EcoVadis in recent years, the company continued its winning streak in 2023, achieving a Platinum medal—the highest possible sustainability rating—for the second time in a row. This outstanding result puts it among the top 1% of all EcoVadis rated companies. STILL's scores were above average across all four categories on the EcoVadis scorecard. In the "Environment" and "Labor and Human Rights" categories in particular, STILL scores nearly 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 as well as its customers, employees, 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. The anti-corruption element is 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.

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 2023. Anti-discrimination, whistleblower protection, and fostering a speak-up culture—or company culture in which questions and concerns can be openly expressed—were also key aspects in the year under review.

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

| 2023 | 2022 | 2021 |
|------|------|------|
| 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 an online form and hotline where they can report potential compliance breaches around the clock, including anonymously if they so wish. The whistleblowing system is available worldwide, but is tailored as closely as possible to local conditions. The integrated case management system is designed to ensure that all incoming information is reviewed and that each individual case is processed systematically in line with the provisions in the EU Whistleblowing Directive. This system guarantees confidentiality and protection against retaliation.

The KION Group Compliance Committee is a cross-functional body made up of managers from the Corporate Compliance, Internal Audit, and Legal departments. This committee oversees the processing of reports of potential breaches and related investigations and confers on sanctions in the case of identified compliance violations.

The Compliance Committee at STILL in Germany provides employees with another independent point of contact that they can turn to when seeking advice or reporting potential violations. 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 in all countries where STILL operates and can be contacted at any time.

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.

Number of Reports Submitted via Whistleblower System

| 2023 | 2022 | 2021 |
|------|------|------|
| 30 | 27 | 34 |

Training

In addition to clear compliance policies, STILL also offers extensive information, advice, and training. STILL's compliance officers 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—including sales and procurement 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, conflicts of interest, whistleblower protection, speak-up culture)

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

E-learning course: Role of Unconscious Bias in the Workplace

E-learning course: Speak up—We're Listening

The aim of this program is to provide all KION Group employees with regular training on the most important topics (anti-corruption, avoiding conflicts of interest, antitrust and competition law, anti-money laundering, whistleblower protection, 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 training program was expanded in 2023 to include an e-learning course on unconscious bias, speak-up culture, and whistleblower protection. Following on from this, employees without access to a PC will receive in-person training on KION's whistleblowing channels and whistleblower protection in 2024, specially designed for the target group.

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

| 2023 | 2022 | 2021 |
|------|------|------|
| 79% | 100% | 100% |

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—such as 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. In addition to identifying potential risks in the relevant country based on subindices from reputable international organizations, this assessment obtains information from the sales partners via due diligence questionnaires, through audits conducted using the business partner tool, and/or via external due diligence providers. The results of the due diligence assessment are subsequently communicated to the responsible teams—for example, 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, cybersecurity, 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 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 KION's 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 also an important responsibility, so secure and effective processes and systems have therefore been put in place to protect this information 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.

There were around 63 million attacks on the KION Group's IT network during the year under review, all of which were 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 STILL GmbH subsidiaries in Berlin and Hanover became the first STILL companies to pass the audit in November 2023, and are thus officially TISAX certified for the next three years.

In each case, these companies were found to be at a high degree of readiness in the first assessment, and the TISAX label was granted without conditions. 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. Among other activities, this will include conducting regular internal audits and checks, managing information security risks, and planning and introducing improvements and other measures.

Number of Confirmed Information Security Incidents

| 2023 | 2022 | 2021 |
|------|------|------|
| 1 | 0 | 1 |

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 principles. 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.

Minimum employment standards valid for the entire Group, which are based on the core labor standards of the International Labour 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. Furthermore, the KION Group is committed to high standards of occupational health and safety worldwide as well as a level of remuneration that is in line with national industry standards and in any case ensures a living wage. As in previous years, no violations of the minimum employment standards were reported in 2023.

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 was recognized under the Fair Company initiative once again in 2023. As Germany's largest and best-known employer initiative, Fair Company continually strives for equity in the world of work, with a special focus on career entrants and young professionals. The initiative has been honoring companies that offer fair working conditions and development opportunities for young people since 2004.

Similarly, in November 2022, STILL GmbH was also accredited by Schulewirtschaft Hamburg as a "Company with an outstanding commitment to career support and guidance" for 2022 to 2024 in recognition of its proactive and consistent efforts to help young people preparing to enter the world of work.

Remuneration and Additional Benefits

STILL understands that its employees are the key to its success; they are vital to our business 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 our 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, with remuneration levels being 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 86% | 84% | 82% |

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 a 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 support a healthy work-life balance, STILL is committed to the following principles, among others:

- "We support part-time working."
- "We offer flexible working hours."
- "We prioritize family-friendly meeting times."
- "We grant leave during school vacations."

The Co-Creation office planning project also continued 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 with a brand-new layout designed to promote collaboration and creativity. The project will be carried out over the next couple of years and is expected to be completed by the end of 2025. The aim is to create a modern working environment that responds to a range of business needs, from spaces designed for employees who need a quiet space to work on their own, 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.

By converting the office in Hamburg, the company is implementing a new modular design with the intention of then transferring this concept over to other offices. As such, the Co-Creation project is part of STILL's overriding commitment to make its business a "Great Place to Work."

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. A "Stressless" toolbox comprising various digital measures is available on the intranet to provide employees with related support.

To help it better understand the psychological strain that employees experience, 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. EAP, an external support service for employees, was introduced at STILL in Germany in 2023. Employees can use this service to seek advice from external experts on issues such as their jobs and work, family and partnerships, and physical and mental health. EAP is available via phone, video, or in person. Physiotherapists are available at the STILL plant in Hamburg to provide immediate treatment as well as advice on preventing injuries. Advice on good ergonomics at office and production workstations is also provided based on innovative digital analysis methods, such as ISA, an intelligent seating assistant. Flu vaccines can also be obtained at no cost. In addition, all managers at the Hamburg plant received training in 2023 on how to discuss employees' wellbeing with them when returning from sick leave.

In line with the German Ordinance on Preventive Occupational Health Care (ArbMedVV), STILL offers all staff an occupational health check every three years or so. 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, such as employees working long hours in designated noisy areas or handling 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 to improve their fitness levels together.

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

The KION Group is a global corporation, and as such, it takes regional diversity into account in its working conditions. At the same time, the Group is committed to upholding binding standards in line with its social responsibilities towards all its employees. These principles—as well as 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. The policy applies across all KION Group companies and is published in nine different languages.

Like the KION Group Code of Compliance, the MES policy reaffirms that all employees should 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 organized trade union, and the Nordmetall employers' federation. Pay grades reflect the requirements placed on an employee across their entire remit 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 thus 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 95% | 95% | 96% |

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

| 2023 | 2022 | 2021 |
|------|------|------|
| 59% | 61% | 57% |

In addition, 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 2023, 80% 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 specialists are extremely well placed to find a job on completion of their training. This is reflected in the fact that STILL retains over 95% of its apprentices.

Professional development is a top priority in 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 100% | 100% | 100% |

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 approach covering all employees across the business (while also reflecting local legislative requirements). This process thus 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. Based on the OCTR process, the company sets up talent conferences where it systematically identifies talented individuals working at the KION Group in Germany and nominates them for the following development programs: EXPLORE, MOVE, Talent Pool, KION Transition to Management Program, Female Mentoring Program. The Operation Development Program was also launched in December 2023 to support proactive succession planning with the aim of building 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 deserves 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, sexuality, 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. Like any other violation of the KION Group Code of Compliance, all cases of misconduct are subject to disciplinary action. This approach is in step with the values of "courage," "integrity," and "collaboration," which are crucial to ethical action in the entire company group.

The Compliance Committee supports and advises employees concerned throughout the processing and investigation of the report as well as after this process has been completed (for example, by arranging psychological 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 0 | 0 | 0 |

Awareness Month

As a cross-functional committee at the KION Group made up of executives from all Group companies, the remit of the Diversity & Inclusion Council is to define, implement, and review the success of sustainable measures aimed at promoting diversity, inclusion, and equality. One of its first initiatives is the KION Diversity & Inclusion (D&I) Awareness Month, during which the main focus is on celebrating differences, creating an inclusive and respectful workplace culture, and supporting justice 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.

With this in mind, STILL took part in a vocational training fair in Hamburg in 2023 that aimed to encourage girls to pursue technical and commercial career paths. The need to promote the STEM professions as an attractive career option for young women and girls also plays an important role in STILL'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 training and educational 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—which promotes the mutual exchange of knowledge and experiences—supports female colleagues who are already in management roles or will be moving into management in the near future. 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 14% | 14% | 13% |

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 the Hamburg-based company 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

Introduced in 2014, the KION Group's International Minimum Employment Standards (MES) Policy 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, such as checks on personal data and requested information; surveys conducted as part of audits by the Group's 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, or human trafficking.

Cases of Forced or Compulsory Labor

| 2023 | 2022 | 2021 |
|------|------|------|
| 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 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 2023.

Health and Safety

Health and Safety



Health and Safety

STILL has set itself some ambitious health and safety targets. One of the key sustainability aims set out in KION's corporate strategy is to reduce the accident rate in the workplace. As part of these efforts, STILL established an integrated health, safety, and environment management system, which was set up and certified for the first time in 2013. New job roles were also created and skilled experts appointed to respond to increasing requirements and ensure the smooth roll-out of the necessary changes and initiatives.

Introduced in 2019, the Group-wide "golden rules of occupational safety" 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 the company 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 updated to reflect changing business conditions as needed.

These Group-wide standards provide the framework for STILL's 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 are integral elements of the corporate strategy, and this also extends to external business partners working at STILL as well as visitors to the company. One of the main focal points is coordinating related efforts in a professional way to provide safe conditions for external and in-house employees as well as visitors, and to ensure that applicable safety regulations are observed.

Health Protection

STILL relies on a series of interconnected measures to protect the health of its staff to the greatest possible extent, increase their health awareness, and reduce days lost due to illness. 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.

STILL's system for managing occupational health includes the following:

- EAP, a service providing anonymous advice and assistance to employees in any life circumstances
- Training for managers on healthy leadership
- A healthy menu in the company canteen and initiatives promoting a healthy diet
- A highly effective system for integrating new employees into the company
- Sports activities
- Health days and presentations
- Support in attaining a stronger mental balance
- Option to see a physiotherapist on-site at the plant

Medical care at STILL is provided by the company doctor and a team of medical assistants. First aiders, paramedics, and an in-house medical unit work as a team to ensure first aid can be provided in all instances. 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. These activities had an extremely positive impact for both the workplace and staff and were made a regular fixture of the business health management system 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 safety-conscious behavior in the workplace on the part of all 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 and return home healthy—without suffering any preventable damage to their health either during or after the end their careers. In addition to hazards relating to physical, chemical, or ergonomic aspects, the risk assessment includes an analysis of psychological stressors in the workplace. 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 are identified in the course of a systematic analysis.

Sites Subject to a Risk Analysis

| 2023 | 2022 | 2021 |
|------|------|------|
| 89% | 89% | 93% |

Handling Hazardous Substances and Agents

Hazardous substances and agents must be handled with care at all times. For this reason, the company takes care to ensure that hazardous substances are reduced to a minimum and less hazardous alternatives are always selected before a substance is used. An interdisciplinary hazardous substances committee confers on the introduction of new substances, taking into account the safety data sheets, legal aspects, and usage instructions, as well as the respective conditions on site. Approved hazardous substances and agents are listed and monitored in a database.

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, and rules during use as well as 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 be eliminated by applying technical or organizational measures, personal protective equipment (PPE) must be used.

Relevant production processes are analyzed by taking regular measurements to monitor exposure to hazardous substances or working conditions, such as fumes, noise, or chemicals. 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 continually improve the standard of protection against exposure to hazardous substances for its employees. The potential for exposure to emissions or operating and auxiliary materials is also a 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 therefore available at all STILL sites and are displayed in a clearly visible location, such as 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, where available, their fire officers.

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.

To this end, the company has an established process in place for workplace approvals, which governs the procedure for approving new workplaces, machinery, and plants as well as equipment and materials. This process is designed to support managers in deciding whether a new workstation, 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 affected—persons involved in the accident, their line manager, the HSE department, and site management—are questioned in detail about what happened and the surrounding circumstances, and the cause of the accident is identified based on this information. A cause-and-effect (Ishikawa) diagram is also 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. Employees who miss the training must be briefed immediately on returning to work. Information on the hazards relating to the respective role, corresponding protective measures, as well as actions to take in hazardous situations are identified in the course of a discussion between the line manager and employee, and behavior that is conducive to health and safety is encouraged.

The respective manager is responsible for carrying out the training. Safety training is tailored to the respective workplace and covers the specific risks encountered there as identified in the risk assessment, as well as any operational lessons learned. The training 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

Training is also provided as required in response to specific events, for example, following accidents or near-misses.

Employees That Received Health and Safety Training

| 2023 | 2022 | 2021 |
|------|------|------|
| 100% | 99% | 100% |

Management of External Contractors

The system for managing external contractors is designed to minimize risks that could arise due to work performed by external contractors, thereby furthering efforts to continually improve health and safety and environmental protection. Trained contractor coordinators work together with the contractor to ensure the required work is performed in line with STILL's safety strategy and to check that the agreed working conditions are maintained while the work is carried out. External contractors must use STILL's HSE information sheet as the basis for providing their employees and any subcontractors with training on safe working practices at STILL and the specific conditions at the work or construction site prior to commencing work. This training must also be provided each time there is a change in personnel. Staff who are employed on a continual or recurring basis are to receive refresher training every year.

Additional Measures

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

- An HSE monitor was introduced in the German service organization so each manager can record their technicians' safety performance in real time and evaluate the near-misses they report, for example.
- Quentic, an HSE software solution used to record all data of relevance to occupational safety, is also being rolled out at a growing number of sites outside Germany. Automated interfaces and a streamlined login process ensure data is up to date while providing for a convenient user experience.
- 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). Employees had the chance to refresh their skills around safety at work, at home, and in their free time by visiting the event's six different stations, which featured exhibits demonstrating the importance of being alert and cautious when using heavy equipment, sharp objects, or hazardous substances.
- On June 27, 2023, STILL launched SAFETY STARTS WITH YOU, a training program aimed at STILL's service technicians around the world. Four short video clips show two employees encountering typical unsafe situations in the service setting, which they have to identify and deal with promptly. The videos are available in the respective local languages and are assigned to employees as mandatory e-learning.
- Since 2015, STILL has been using a psychological approach that centers on discussions and meaningful communication and is designed to change attitudes and behaviors. This approach aims to help everyone involved avoid workplace accidents wherever possible and create a sense of shared responsibility for safety.
- An increasing number of employees who have received HSE training are being recruited in smaller units as well, even if this area only represents part of their work.

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 various topics relevant to the company's business operations.

Sites with an Official Joint Health and Safety Board

| 2023 | 2022 | 2021 |
|------|------|------|
| 87% | 87% | 80% |

Workplace Safety Key Performance Indicators

The lost time injury frequency rate is the key performance indicator (KPI) used to measure progress towards the sustainability target of reducing 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 9.6 | 12.3 | 15.6 |

[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

| | 2023 | 2022 | 2021 |
|-------------------------------------|------|------|------|
| Employees including apprentices | 141 | 168 | 203 |
| Employees with fixed-term contracts | 8 | 13 | 8 |
| Contractors, guests, other | 0 | 0 | 1 |

[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 4500, 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

| 2023 | 2022 | 2021 |
|------|------|------|
| 91% | 89% | 87% |

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 Cority. 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. This includes the annual risk assessment based on KION's HSE standards as well. 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 two years 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 the Group's own HSE standards. In addition, the company conducts its own internal HSE audits across all of its departments each year.

By taking these steps, STILL lays the groundwork for a process of continual improvement, which ultimately fosters a positive HSE culture among all its employees.

Environment

Environment



Certified Environmental Management System

Protecting the environment is an important priority for STILL. The company is committed to minimizing the environmental impact of its operations through its HSE management system. Making responsible use of resources and continuously reducing damage to the environment at the local level are a top focus in particular. 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 management policy—which covers sustainability, quality, health and safety in the workplace, the environment, and energy—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, waterways, and soil; and make active efforts to cut greenhouse gas emissions.

All STILL sites have committed to uphold KION's Group-wide HSE standard and are also developing specific 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 lay the groundwork for continually improving sustainability efforts. All relevant energy and environmental management data is also recorded as part of the established HSE management system, thereby supporting effective sustainability management across STILL.

Sites Certified to ISO 14001 Standard

| 2023 | 2022 | 2021 |
|------|------|------|
| 91% | 89% | 87% |

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.

Efforts aimed at conserving energy and using it efficiently go back a long way at STILL. The Hamburg production site obtained its certification according to ISO 50001 (energy management) back in 2013. All of STILL's energy-intensive production locations are now certified as well and undergo regular audits as part of the current certification cycle.

Energy Consumption in GJ

| | 2023 | 2022 | 2021 |
|--|----------------|----------------|----------------|
| Total energy consumption, direct and indirect | 704,729 | 689,477 | 718,734 |
| Direct energy consumption | 475,264 | 462,337 | 479,806 |
| Diesel (non-renewable) | 258,501 | 248,606 | 243,013 |
| Petrol (non-renewable) | 14,289 | 5,463 | 7,300 |
| Heating oil (non-renewable) | 13,892 | 14,768 | 15,649 |
| Coke (non-renewable) | 74,874 | 72,439 | 93,485 |
| Natural gas (non-renewable) | 111,714 | 114,881 | 118,154 |
| LPG (non-renewable) | 709 | 963 | 888 |
| Biodiesel | 0 | 0 | 827 |
| Self-generated solar power (renewable) | 1,285 | 1,297 | 489 |
| Indirect energy consumption | 229,465 | 227,140 | 238,928 |
| Electricity—externally sourced | 164,955 | 160,316 | 171,312 |
| Heating—externally sourced | 64,509 | 66,824 | 67,616 |

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, such as water-saving units in sanitary facilities and instructions that company vehicles only be washed when strictly necessary. In addition, the powder-coating system used in STILL's plants is a state-of-the-art model that generates less wastewater. Automated processes and technologies help to reduce environmental pollution by recirculating and reprocessing the water for pretreatment.

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. Nonetheless, STILL commissions external analyses at some of its location in order to monitor its wastewater.

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

Water Withdrawal in m³

| | 2023 | 2022 | 2021 |
|---------------------------|----------------|----------------|----------------|
| Total water volume | 121,130 | 117,979 | 110,876 |
| Groundwater | 450 | 917 | 1,110 |
| Municipal water supply | 120,679 | 117,053 | 109,754 |
| Other sources | 1 | 9 | 13 |

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.

The KION Group's climate and energy management policy 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. A major project to overhaul the existing climate strategy was therefore carried out in 2021.

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.

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 carbon dioxide (CO₂)—the biggest contributor—as well as other greenhouse gases 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 as well as energy consumption within its own operations by improving processes and using energy-efficient technologies. Ongoing measures initiated through the local energy or environmental management systems link into central initiatives. These include:

- Switching to energy-efficient motors
- Using waste heat in production
- Optimizing heating systems and building infrastructure
- Using LED technology
- Optimizing transport in sales and service

These measures are combined with 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 solution, ways they can use their products more energy-efficiently, and their options for using them in combination with renewables. The second biggest category—and another key focus alongside Scope 1 and 2 emissions—are emissions from purchased goods and services; that is, 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 in the value chain (for more information, see [KION Sustainability Report 2023](#)).

Greenhouse Gas Emissions in kg CO₂e

| | 2023 | 2022 | 2021 |
|---|-------------------|-------------------|-------------------|
| Scope 1, market based | 34,357,546 | 33,470,453 | 35,098,796 |
| Scope 2, market based | 3,940,772 | 3,822,547 | 4,067,903 |
| Scope 3.3 ¹ , location based | 10,405,374 | 10,037,979 | 10,332,681 |
| Total emissions | 48,703,692 | 47,330,979 | 49,499,380 |

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

Measures to Cut CO₂ Emissions

Modernization work at the Hamburg plant in 2023 saw the replacement of two CO₂ laser cutting machines with fiber laser systems that are significantly more eco-friendly and efficient. This project has reduced power consumption at the plant by approximately 156,000 kWh, while also saving 67 t of CO₂ due to the fact that the laser in the new systems is no longer gas generated.

In addition to reducing its own greenhouse emissions, STILL also supports selected climate protection projects in order to offset its emissions through climate protection certificates (or carbon credits). One supported project 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 serves as an energy source for the production of more raw material. This regenerative system therefore enables fossil energy sources to be replaced as a heat source. The biomass project is one of the only climate protection projects in Europe to have been awarded Swiss Climate's "Gold Standard" and enabled 26,475 tons of CO₂ to be offset in Switzerland in 2022.

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 1,000 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.

All German companies in the Group also offer their employees the opportunity to use a portion of their gross pay to lease a bicycle, which they can then use outside of their commute as well. 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 more than 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. The vehicle fleet in Hamburg was converted to vehicles with an electric drive in 2023. Many of the company's locations are reviewing the potential to convert their fleets as well and rolling out these changes on a successive basis.

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.

Filter systems are installed at relevant sites to limit the emissions generated by our plants with the aim of protecting the environment as well as our own employees from exposure to hazardous substances. STILL's iron foundry, Eisengießerei Dinklage GmbH, is an example of a plant that is fitted with highly effective filter systems to reduce the amount of fine dust emitted into the atmosphere to an unavoidable minimum.

Other Airborne Emissions Monitored in kg

| | 2023 | 2022 | 2021 |
|---|------------------|------------------|------------------|
| Other significant airborne emissions–total | 1,928,112 | 1,010,299 | 1,015,238 |
| Carbon monoxide (airborne emissions, CO) | 1,884,679 | 947,275 | 947,275 |
| NOx | 3,678 | 3,765 | 3,765 |
| SOx | 5,141 | 18,989 | 18,989 |
| Volatile organic compounds (VOC) | 34,220 | 36,226 | 40,978 |
| Particulate matter (PM) | 386 | 4,127 | 4,288 |
| Other airborne emissions | 8 | 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 2023 reporting year, STILL put nearly 13,000 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 additional projects underway aimed at reducing its consumption of (hazardous) materials. The first project consists of substituting the lead used in the soldering processes for its mechatronics work, while the second involves switching 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 leaching and contamination of the soil in case of heavy rainfall.

The waste disposal company contracted by STILL in 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—for example, conditioned or dried—and inputted into another end recycling or recovery system

All employees are also encouraged to play their part in reducing waste. The company canteen at STILL in Hamburg is participating in the RECUP and REBOWL initiative, Germany's largest reusable packaging system for take-away food and drink.

Waste in Metric Tons

| | 2023 | 2022 | 2021 |
|---|--------------|--------------|--------------|
| Hazardous waste for disposal | 1,049 | 1,248 | 1,525 |
| Incinerated | 52 | 63 | 63 |
| Sent to landfill | 639 | 697 | 703 |
| Other disposal method | 359 | 487 | 759 |
| Non-hazardous waste for disposal | 4,926 | 6,896 | 8,838 |
| Incinerated | 217 | 179 | 268 |
| Sent to landfill | 3,734 | 6,129 | 57 |
| Other disposal method | 975 | 589 | 8,513 |

| | 2023 | 2022 | 2021 |
|---|---------------|---------------|---------------|
| Hazardous waste for recycling/re-use | 3,542 | 3,378 | 3,057 |
| Recycled | 2,762 | 2,640 | 2,608 |
| Processed ready for re-use | 66 | 19 | 206 |
| Other method | 714 | 718 | 243 |
| Non-hazardous waste for recycling/re-use | 16,558 | 13,723 | 15,267 |
| Recycled | 14,989 | 12,624 | 13,838 |
| Processed ready for re-use | 655 | 659 | 347 |
| Other method | 914 | 440 | 1,082 |

Further initiatives

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.

Percentage of Sites Where Employees Completed Training

| 2023 | 2022 | 2021 |
|------|------|------|
| 90% | 84% | 79% |

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

- Nearly all units of the business are now working within the framework of the ISO 14001 certification, with the final entities set to following in 2024.
- Every year at Easter, the "Recycling Bunny" visits employees in Switzerland with ideas, tips, and suggestions relating to sustainability and health. The more that is recycled, the less that needs to be produced, 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 a cellphone can now be recycled and used to replace material that would otherwise have to be sourced from nature. The donated devices were used to support the "Handys für Hummel, Biene & Co" (Cell Phones for Busy Bees and Friends) 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 more than 500 devices, including cellphones, tablets, headphones, and power adapters, were collected in the NABU boxes at the German sites of KION Group AG. Nearly 200 of these cellphones and accessories came from the boxes at STILL. While this campaign specifically focused on personal devices, STILL is also working to ensure devices for work purposes can be reused or used for longer. For example, outdated or faulty company cellphones have been collected at German sites for several years now and are sent to a service provider that recycles the devices or refurbishes them before putting them back into circulation.
- STILL Poland continued its "A tree for a forklift" campaign in 2023 for all of the self-propelled trucks sold during the calendar year. In line with the campaign's premise, STILL Poland committed to planting one tree for every truck sold during the calendar year. Since planting is only possible 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. The campaign has pledged to plant 4,829 m² of woodland in all, as well as absorbing 26,106 kg CO₂ and offsetting 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. Quality standards, productivity, and employee satisfaction are thus improved across the company based on the insights and experiences of the whole staffing body. The aim is to leverage untapped potential for improvement and incorporate these areas into the ongoing improvement process for the entire product and service portfolio, which comprises both production and work processes as well as working conditions, including health and safety and environmental protection. Ideas for improvement are assessed by an expert in the relevant field against a defined set of criteria and given a score, with prizes awarded for the best-scoring ideas.

In 2022, STILL ran its first idea management initiative with a focus on environmental sustainability. Over a period of three weeks, employees submitted their suggestions on 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. This included cutting the volume of plastic waste associated with the delivery of cylinders to production sites by working together with the supplier to have the cylinders delivered in bundles, thereby reducing the amount of plastic packaging. The company also implemented another idea from the campaign, which consisted of printing only one delivery note for spare parts rather than two, saving a large amount of paper and toner in the process.

An idea that looks at sustainability from a social perspective was also put into action outside the campaign and involves fruit harvested in the local region. The produce is processed by people who have disabilities or are disadvantaged to make fruit juice, which is then available for purchase in the canteen.

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 longstanding tradition of developing electric vehicle technology that meets the specific requirements of its target customer groups, which has been the core element of the business for over 100 years.

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 incorporates sustainability aspects as effectively as possible at all stages of the product life cycle, from design and production through 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 by developing new products. In 2023, 97.3% 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. Requirements and progress towards the targets set are also documented here.

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. Moreover, big data analyses make it possible to create product specifications and configurations that forgo unnecessary safety buffers while utilizing the product life cycle to the optimal extent.

Mixed production lines—where several different truck models are assembled on the same conveyor—are another effective way of using resources more efficiently. As well as offering economic advantages, this production method is also extremely beneficial from an environmental perspective, 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, for example; 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 fumes.

Energy Management

With “Mission: Zero Emission,” STILL has set itself the clear 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. It is for this reason that STILL continues working every day to further enhance the efficiency of its products. The company pursues this aim by developing solutions such as smart networks, fleet management systems, and charging systems that help customers manage their power consumption as efficiently as possible according to the area of application, and to avoid spikes in demand. These solutions significantly reduce energy consumption and enable customers to cut costs by a substantial amount—without modifying or impacting their operating processes, and while helping the environment at the same time.

For example, the company's vehicles are already among the most efficient in their class thanks to STILL's Blue-Q mode, which allows customers to reduce their energy consumption by up to 20%. Blue-Q mode is activated via a button inside the truck and automatically switches functions off when they are not in use. 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 2,500 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 customer's 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 setup and vision to achieve climate neutrality in their operations.

The fleet management systems STILL FleetManager 4.x and STILL neXXt fleet also provide customers with an overview of all relevant fleet management information and feature a wide range of data analysis functions, such as compiling and evaluating reports and vehicle data, and evaluating commercial fleet data. Both systems give the customer a real-time overview of their vehicle fleet, allowing them to continue stepping up efficiency of their industrial truck operations.

While the company has previously focused on general data management for trucks and fleets, STILL's Smart Energy Unit represents the latest addition in terms of its ongoing efforts to promote sustainability in the intralogistics industry. This tool is a powerful solution that optimizes the use of resources and energy efficiency by offering a comprehensive, digital, and transparent means of monitoring and managing battery and charger-related processes. The Smart Energy Unit's intelligent charging management algorithm significantly reduces the carbon footprint while conserving valuable resources. In addition, the tool's dashboard clearly visualizes relevant charging data so companies can monitor their energy consumption and identify areas where they need to improve. Moreover, this solution saves money by avoiding cost-intensive current spikes and letting customers define charging time slots, which means they can save on electricity costs while reducing the impact their operations have on the environment.

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 full range of hydrogen technology. Customers can therefore look to STILL as a one-stop provider of hydrogen-powered industrial trucks—including everything from the truck itself, to the fuel cell, servicing, and all the necessary infrastructure.

STILL's fuel cell technology represents a clean and efficient solution for intralogistics processes and offers a sustainable alternative to conventional battery-driven systems. The technology eliminates the need for battery changes and long charging times, reduces energy consumption, and improves operational efficiency. The fuel cell technology developed by STILL offers maximum availability and efficiency thanks to short refueling times and a continuous supply of energy. At the same time, the hydrogen dispensers take up very little space and can be positioned along transport routes without requiring a separate charging area, which creates the conditions for maximum flexibility in the warehouse while putting space to best use.

Depending on customers' requirements, STILL can supply industrial trucks fitted with fuel cells directly from its factory, as well as the "Fuel Cell Ready" option. By offering its customers forklift trucks fitted with fuel-cell technology, the company hopes to provide an environmentally-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 more than 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 Group's 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 collaborating with its partner Li-Cycle and working to close the loop for these components in order to address the all-important question of what happens to batteries once they reach their guaranteed number of charging cycles. In 2023, the KION Group and Li-Cycle launched a strategic partnership based in the EU with the aim of pursuing recycling initiatives. This allows the group to recover materials produced during the shredding of used batteries so they can be reprocessed and converted into new batteries.

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 trucks, 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 used 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.

Life Cycle Assessments

STILL endeavors to promote sustainability across all life cycle phases of its products and solutions. Products from various series that are representative of the company's range were analyzed throughout the entire product life cycle, and these analyses showed that the consumption of energy and fuel during the use phase are significant factors in terms of emissions. Based on this, energy efficiency is a priority for STILL's powerful drive technologies.

The company has set out a timetable specifying which products are to be analyzed using a software-supported process over the coming years. Life cycle assessment results will play a significant role in STILL's future products and solutions as the company will be able to incorporate new insights starting in the design phase.

These assessments represent effective input in terms of integrating environmental aspects into the process of developing new products and proposing eco-friendly improvements. They create transparency around the environmental impacts of the products as well as related improvements.

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

Sustainability within the Supply Chain



Procurement within the KION Group is centrally managed by the Group's global procurement organization, which covers both industrial trucks & services (ITS) and supply chain solutions (SCS). As part of the CTO function¹, this global procurement organization aims to create value through category expertise and optimized geographic sourcing as well as leverage global synergies and local flexibility to build up a sustainable, scalable procurement base. The goal is to ensure that supplier relationships are well managed and build productive partnerships with other areas of the KION business.

In order to achieve the best results, reduce risks within the supply chain, and promote strategic growth as well as cost savings, the KION Group is currently developing and introducing a series of measures to support its global procurement operations, including: tasks and areas of responsibility, targets, models, mandates, department KPIs, decision-making boards, committees, interfaces, and escalation models. Together, these provide the foundation for a targeted global procurement organization that serves the entire KION Group, including its subsidiaries.

Sustainable supply chain management requires an effective governance structure, high levels of process standardization, good quality data, and appropriate and workable policies that are intended to apply across all business units and legal entities within the KION Group.

It is the duty of the procurement organization to inform all individuals entrusted with procurement activities in the Group of the sustainability standards to be followed when selecting and evaluating suppliers. In order to underline the importance of sustainability across all Group organizations, the Group has put sustainability KPIs in place to measure the efficacy of its sustainability strategy. These KPIs also play an important role in supplier relationships and inform procurement decisions.

Supply chain management within the KION Group is about shaping and managing the flow of information and materials at all stages in the value chain, based on both business and sustainability criteria. This ensures that all important processes, from the procurement of the required materials to the completion of the end products and their delivery to the customer, are set up in a socially responsible and environmentally friendly way. However, the global procurement organization is exclusively concerned with the procurement of the required materials and the associated supplier management within the scope of these processes and procedures. 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 procuring parts and services that make sustainable use of resources, the Group's goal is to ensure that the various parts of the value chain live up to certain defined standards in terms of human dignity, working conditions, and environmental compatibility. 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 Group has laid down specific requirements and rules of conduct for responsible procurement in the KION Group Code of Compliance and in the Principles of Supplier Conduct and obliges its suppliers to observe these requirements when entering into business agreements 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, KION 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. Alternatively, the evaluation is performed using the EcoVadis supplier assessment. For this level, suppliers are asked to undergo a sustainability assessment based on a check of their documentation (phase 2). This program was adapted in 2023 to align even more closely with the requirements of the German Act on Corporate Due Diligence Obligations in Supply Chains (Lieferkettensorgfaltspflichtengesetz, LkSG), which led to the addition of an internal risk 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. Based on this, suppliers' compliance with human rights, employee rights, and employment standards can be checked first and foremost.

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 checked annually. These approaches give the KION Group a transparent way of tracking the sustainability performance of its suppliers and managing risks and opportunities related to the sustainability of the supply chain in a targeted way.

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

| 2023 | 2022 ² | 2021 |
|------|-------------------|------|
| 74% | 81% | |

Percentage of STILL's Direct Procurement Spend Allocated to Tier-1 Suppliers Covered by an Individual ESG Risk Assessment (Phase 2 – EcoVadis³ or IntegrityNext)

| 2023 | 2022 | 2021 |
|------|------|------|
| 35% | 46% | 20% |

In July 2023, KION announced its official commitment to the Science Based Targets initiative (SBTi). This means that continually reducing CO₂ emissions within the KION supply chains is now a binding target. Since taking this step, CO₂ reduction and net-zero requirements have been incorporated into supplier relationships and the tactical design of the supply chain. The global procurement organization works on an ongoing basis to develop and implement the methods, processes, and strategies required to achieve this target.

German Supply Chain Due Diligence Act (LkSG)

The KION Group took the requirements of the 2021 German Act on Corporate Due Diligence Obligations in Supply Chains (Lieferkettensorgfaltspflichtengesetz, LkSG) as an opportunity to closely examine its supplier evaluation and assessment program across all regions for direct and indirect procurement categories. The three-phase ESG evaluation system described earlier is the result of this review. Additional sustainability requirements supplement the new supplier evaluation processes.

A key element of the LkSG legislation introduced in 2021 is that companies must provide their own staff with training on the topics of human and environmental rights within the supply chain. To this end, more than 80% of employees working in procurement completed training on the related initiatives in 2023. By carrying out this training, the KION Group wants to ensure that suppliers comply with human rights, labor rights, employment standards, and environmental protection requirements. Further training and monitoring are planned for 2024 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 balances 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. In order to improve transparency around these issues in the supply chain, the KION Group's General Terms and Conditions of Purchase require that suppliers submit the standardized Conflict Minerals Reporting Template (CMRT). KION has also decided to work with the SaaS platform provider Assent. Its compliance portal is used by more than 800 companies, and enables KION to analyze product-specific supplier data as well as identify smelters or refiners in its supply chain based on the submitted CMRTs, which must be communicated to KION annually by the suppliers.

Since 2022, the KION Group has participated in an annual industry initiative coordinated by Assent that specifically encourages smelters and refiners to undergo evaluations under industry-recognized audit programs. Over 200 companies have joined this initiative as signatories to a joint letter—which includes links to the auditing institutes. This accentuates the significance of auditing to companies that have yet to undergo an assessment.

The Group-wide Conflict Minerals Standard entered into force in 2023 in accordance with the Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas published by the OECD, the European Conflict Minerals 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. It applies to all KION Group companies worldwide and to all employees, in particular those involved in the development and procurement of goods and services.

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

[3] EcoVadis assessment introduced in 2019

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. For this reason, it is vital 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 2023, STILL presented checks in the amount of 5,000 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 in 2023 provided the organization with an EXV high-lift truck that serves as a powerful means of support for 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 people who need them most.

Promoting Talented Young People is a Top Priority at STILL

STILL participated in Future Day in Hamburg in 2023. One hundred and sixty school students took the opportunity to attend this event and spent what was undoubtedly an unforgettable day at the STILL plant, where they were involved in a wide variety of activities. STILL's apprentices and work placement students in Hamburg took the lead in looking after the students at this year's Future Day and gave our young guests an authentic insight into STILL's training program. They started by sharing basic technical principles at a total of ten stations, gave the students the chance to look over their shoulder as they worked, and patiently answered the participants' many questions. But as there's nothing like trying it for yourself, we also gave the students the chance to get actively involved at the work benches in the apprenticeship workshop, where they fabricated the STILL logo and a puzzle made of metal, soldered an LED fire in the mechatronics lab, and operated the AR (augmented reality) welding machine used by STILL's construction mechanics. The top highlights of the day were working with a forklift simulator in the high-bay warehouse and using a pair of VR goggles that afforded the students insights into what the future holds at STILL. Apprentices from mechatronics, industrial mechanics, construction mechanics, and cutting machine mechanics as well as prospective industry clerks and specialists in warehouse logistics supported the young guests at all of the hands-on stations.

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 1,300 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.

In 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 are still 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 KION Group's appeal raised 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. Poland was thus a main destination for those who were displaced. 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.