



# Sustainability Report 2024

#### About this Report

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



# About this Report

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## About this Report



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 covers the 2024 financial year from January 1 to December 31, 2024. The report covers all STILL consolidated companies based in 18 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 2024 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 double materiality analysis—forms part of Group sustainability report in the [KION Group Annual Report 2024](#).

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The extensive requirements of the European Union's Corporate Sustainability Reporting Directive (CSRD) have also been fully implemented on a voluntary basis in accordance with the European Sustainability Reporting Standards (ESRS). The KION Group's sustainability report is an integral part of the consolidated management report in the annual report for the first time and has been subject to a voluntary limited assurance engagement. The independent auditor's report is available in the [KION Group Annual Report 2024](#).

#### Recording of Data and Information

The standardized key performance indicators (KPIs) in this report were collected from a total of 34 reporting units. For six production and administrative sites—known as plants—the data was collected individually, while the 28 reporting points for sales and service organizations partly comprise data from multiple sites. 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.

Data collection, which forms the main basis for the key figures contained in this report, is ensured across the company through internal reporting systems.

#### 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](http://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 2024](#).

# Targets and Key Performance Indicators

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# 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                                           | 2024                                 | 2023                                 | 2022                                 |
|-------------------------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| ISO 14001 certification rate <sup>1</sup>             | 92%                                  | 91%                                  | 89%                                  |
| Energy use                                            | 673,072 GJ                           | 704,729 GJ                           | 689,477 GJ                           |
| Greenhouse gas emissions (Scope 1 and 2) <sup>2</sup> | 36,210 metric tons CO <sub>2</sub> e | 38,298 metric tons CO <sub>2</sub> e | 37,293 metric tons CO <sub>2</sub> e |
| Greenhouse gas emissions (Scope 3.3) <sup>2</sup>     | 10,609 metric tons CO <sub>2</sub> e | 10,405 metric tons CO <sub>2</sub> e | 10,038 metric tons CO <sub>2</sub> e |
| Water consumption                                     | 118,314 m <sup>3</sup>               | 121,130 m <sup>3</sup>               | 117,979 m <sup>3</sup>               |
| Waste produced                                        | 27,532 metric tons                   | 26,074 metric tons                   | 25,245 metric tons                   |

| Employees                                 | 2024 | 2023 | 2022 |
|-------------------------------------------|------|------|------|
| Percentage of Female Employees            | 15%  | 14%  | 14%  |
| ISO 45001 certification rate <sup>1</sup> | 92%  | 91%  | 89%  |
| LTI (lost time injuries) <sup>3</sup>     | 140  | 141  | 168  |
| Accident frequency rate <sup>4</sup>      | 9.0  | 9.6  | 12.3 |

[1] Or equivalent standards, based on all locations

[2] Scope 1 and 2 market-based, Scope 3.3 location-based

[3] Number of reported accidents in the workplace with lost time of one full working day or more

[4] Accident frequency rate corresponds to the number of accidents in the workplace among the active workforce with lost time (≥ 1 working day) in relation to the actual hours worked; in each case in the reporting period and standardized to one million hours worked

## 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 <sup>1</sup> 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 certification rate <sup>2</sup> (all sites)                                                                                                                 | 2024        |
|           |                                     | KION HSE Assessment: average compliance rate with the KION HSE standard of 100% (all sites)                                                                                        | 2027        |
|           | 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 <sup>3</sup> sold annually to 92%     | 2027        |
|           |                                     | Increase number of products that have a life cycle assessment available                                                                                                            | ongoing     |
|           |                                     | Increase number of products with cradle-to-cradle certifications                                                                                                                   | ongoing     |
|           | Product and solution safety         | Review action field                                                                                                                                                                |             |

|           |                        |                                                                                                                                          |                  |
|-----------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Processes | Climate and energy     | Achieve absolute reduction in GHG emissions (Scope 1, 2, 3) in metric tons of CO <sub>2</sub> e <sup>4</sup> compared to base year 2021: |                  |
|           |                        | – Near term                                                                                                                              | 2030             |
|           |                        | Scope 1 and 2 by 4.7% per year (linear)                                                                                                  |                  |
|           |                        | Scope 3 by 2.8% per year (linear)                                                                                                        |                  |
|           |                        | – Long term                                                                                                                              | Net zero by 2050 |
|           |                        | Net zero GHG emissions                                                                                                                   |                  |
|           |                        | Scope 1, 2 and 3 by 100%                                                                                                                 |                  |
|           | Circularity            | Increase the proportion of renewable energies <sup>5</sup> used in own operations                                                        | ongoing          |
|           |                        | Reduce energy intensity <sup>6</sup> in own operations                                                                                   | ongoing          |
|           |                        | Achieve 100% ISO 14001 certification rate <sup>2</sup> (all sites)                                                                       | 2024             |
|           |                        | Increase the rate of recycled waste in own operations to ≥ 85%                                                                           | 2030             |
|           |                        |                                                                                                                                          |                  |
|           | Supply chain           | Increase the proportion of annual spend with Tier-1 direct suppliers in Category A with low ESG risk <sup>7</sup>                        | ongoing          |
|           | Sustainable governance | Achieve EcoVadis Platinum rating for the KION Group and selected evaluated subsidiaries                                                  | 2027             |
|           |                        | S&P Global Corporate Sustainability Assessment (CSA), KION Group score ≥ 70 points                                                       | 2027             |
|           |                        |                                                                                                                                          |                  |

[1] Accident frequency rate corresponds to the number of accidents in the workplace among the active workforce with lost time (≥ 1 working day) in relation to the actual hours worked; in each case in the reporting period and standardized to one million hours worked

[2] ISO 45001, ISO 14001, or equivalent standards. In accordance with the original target definition, selected locations that were newly opened or acquired in the two previous reporting periods or that meet other predefined criteria are not included in the calculation

[3] Proportion of electrically powered products in the ITS segment, based on the number of units ordered (order intake) in new business. Source: World Industrial Truck Statistics (WITS)/European Materials Handling Federation (FEM)

[4] In accordance with the GHG Protocol and the operational control approach; classification of operating lease contracts in category 3.11 ("Use of Sold Products")

[5] In accordance with the GHG Protocol and the operational control approach; classification of operating lease contracts outside the Group's own operations; purchased energy from renewable sources without specification in the contracts where the underlying sources of supply are known (e.g. from residual electricity mixes) is included

[6] In accordance with the GHG Protocol and the operational control approach; classification of operating lease contracts outside the Group's own operating activities; includes energy consumption and revenue of the KION Group without restriction to activities in climate-intensive sectors

[7] Low-risk suppliers in relation to industry, product, country, and individual supplier risks in the area of sustainability



# Sustainability Strategy and Management

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# Sustainability Strategy and Management



The KION Group follows a systematic, Group-wide approach to implementing its sustainability strategy. Incorporating sustainability in the new Group strategy "Playing to Win" is of central importance here, as it not only ensures profitable growth, but also reinforces the company's commitment to its workforce, the environment and society.

## Double Materiality Analysis

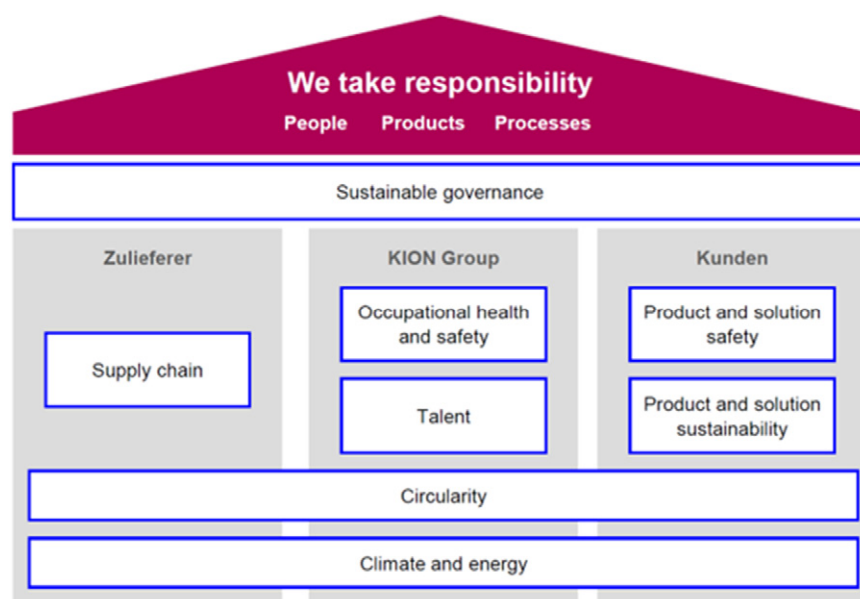
The focus of STILL's sustainability activities is based on the results of the KION Group's "double materiality analysis" (DMA), which was carried out in 2023 and completed in 2024. The DMA is used to identify and assess material impacts, risks and opportunities (IROs) compared to immaterial IROs.

To identify the IROs, various sustainability aspects from both internal and external analyses were covered in the DMA and various relevant stakeholder groups were directly and indirectly involved. The assessment is conducted according to the principle of double materiality in line with the CSRD using the ESRS. Both the environmental and social impact of the KION Group's business activities (inside-out) and the financial risks and opportunities for business activities (outside-in) were examined and evaluated as part of this process.

The main IROs in the ESRS topics "Climate change," "Pollution," "Water and marine resources," "Circular economy," "Own workforce," "Workers in the value chain," and "Business conduct" are mainly governed by the strategic objectives within the KION Group's sustainability strategy or are addressed at another level within the programs of the eight action fields for sustainability. Key findings and newly identified, additional specific topics are taken into account in the ongoing development of the sustainability strategy and when setting targets.

A detailed overview of the topic-specific ESRS for the KION Group based on the double materiality analysis carried out can be found in the [Group Sustainability Report](#) in the [KION Group Annual Report 2024](#).

## Action Fields in the Sustainability Strategy



In implementing its sustainability strategy, STILL follows the systematic approach defined by the KION Group. 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 these action fields, in order to meet stakeholder expectations and ensure compliance with political and legislative requirements.

The Group-wide sustainability strategy is constantly being refined, taking into account the results of the double materiality analysis. This includes defining and specifying targets, comparing them with external requirements, and coordinating with internal stakeholders at Group level and within the Operating Units. The strategic objectives that STILL pursues as part of the KION Group can be found under **"Leading targets"**.

Specific strategic and measurable sustainability targets have been defined for each of the eight action fields and the most important levers and relevant KPIs identified. Detailed action plans have also been devised to put the targets into practice (for more information, see the Group Sustainability Report in the **KION Annual Report 2024**). The individual targets, sub-targets, and corresponding measures are reviewed at regular intervals,

As part of the KION Group, STILL complies with the principles and policies for sustainable business practices in place across the group. Sustainability criteria are also 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).

## 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 trucks, 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

Since 2023, the Chief People & Sustainability Officer (CPSO) within the Executive Board of KION GROUP AG has been responsible for human resources and sustainability, including occupational health and safety. In this role, her responsibilities include ensuring that the sustainability strategy is developed and implemented in line with the company's objectives. She also chairs the Sustainability Council, which includes the leaders responsible for the eight action fields, the sustainability coordinators of the Operating Units and functions, and members of the central sustainability management team (Corporate Sustainability). STILL is represented on the Sustainability Council as part of the KION ITS EMEA Operating Unit.

Progress is regularly reviewed by the sustainability coordinators of the Operating Units, the leaders responsible for the action fields, the central sustainability management team, and special committees. The progress reports for the individual regions and functions are submitted to the overarching central sustainability management team (Corporate Sustainability) and the Sustainability Council, and discussed at Executive Board meetings as part of the KION Group's Group-wide strategic development and implementation. The Executive Board of KION GROUP AG involves the Supervisory Board, and in particular its Audit Committee, in the development of the sustainability strategy. The Supervisory Board monitors the Executive Board with regard to the implementation of the sustainability strategy and supports it in an advisory capacity.

## Initiatives

In 2023, the KION Group 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. Significant interim targets have been set for 2030 (see targets in the Group Sustainability Report in the [KION Group Annual Report 2024](#)). 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. The climate management targets were formally recognized by the SBTi in 2024. The KION Group's voluntary commitment under the SBTi is publicly accessible at [www.sciencebasedtargets.org/target-dashboard](https://www.sciencebasedtargets.org/target-dashboard) and is also communicated internally to its own employees, as well as customers and suppliers.

Since 2012, STILL has been regularly audited and certified as a supplier with regard to corporate responsibility by independent service provider [EcoVadis](#). Having received an impressive Gold rating from EcoVadis in recent years, the company continued its winning streak in 2024, achieving a Platinum medal—the highest possible sustainability rating—for the third 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 CO<sub>2</sub> 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

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# 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 2024. 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

| 2024 | 2023 | 2022 |
|------|------|------|
| 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 in place worldwide, but is adapted 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.



To encourage use of the whistleblowing system, employees are regularly updated about the various reporting channels via the intranet and mandatory compliance training.

All reported cases suspected non-compliance are systematically reviewed, and confirmed breaches are addressed through effective controls measures, 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 any future breaches.

**Number of Reports Submitted via Whistleblower System**

| 2024 | 2023 | 2022 |
|------|------|------|
| 32   | 30   | 27   |

## 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 kept fully up to date at all times 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 computer. 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 specific topics.

**Training Provided on Topics Relating to Business Ethics**

|                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classroom training (KION Group Code of Compliance, anti-corruption, anti-discrimination, conflicts of interest, whistleblower protection, speak-up culture)</b> |
| 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 via training, as are any lessons learned from the compliance management system. In 2024, an in-person training program on anti-discrimination and the use of whistleblower channels was rolled out for employees without access to a computer. Employees with compliance-critical tasks (managers, sales, and procurement) were also given the chance to refresh their compliance knowledge through in-person training sessions.

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

| 2024 | 2023 | 2022 |
|------|------|------|
| 91%  | 79%  | 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 auditing process establishes and verifies the financial background of the potential business partner and identifies any arguments against entering into a business relationship with them; for example, because the business appears on a sanction list or is the subject of negative reporting. In case of doubts, the 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. Corporate Compliance is responsible for running these checks, assessing the results, and taking any necessary action. For 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 commencing 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—e.g., the Management Board—along with any recommended actions, such as tighter contractual terms including a right to audit clause or additional monitoring of payment streams.

#### Percentage of High-risk Business Partners Subject to a Due Diligence Process with Regard to Corruption

| 2024 | 2023 | 2022 |
|------|------|------|
| 100% | 100% | 100% |

## 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**

| 2024 | 2023 | 2022 |
|------|------|------|
| 100% | 100% | 100% |

## Data Protection and Information Security

Data protection and information security are both top priorities at STILL and the company complies with the relevant policies in place across the KION Group. This includes the Data Protection Policy, which sets out technical and organizational measures to protect personal data, and the KION Group'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 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.

The number of attacks on companies' global IT infrastructure has increased significantly due to organized crime and industrial espionage. Various technical and organizational measures have been implemented with the aim of protecting the KION Group's data against unauthorized access, misuse, and loss. This includes continuously checking for vulnerabilities in the entire 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

The KION Group's management system for information security (ISMS/Information Security Management System) is designed to ensure that sensitive information continues to be protected and that competitiveness in the industry is maintained. 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.

The KION Group divisions that develop and operate the cloud-based fleet management systems are certified in accordance with ISO 27001. At STILL, this applies to STILL GmbH in Hamburg. The KION Group headquarters in Frankfurt am Main, the STILL headquarters including production site in Hamburg, and the STILL subsidiaries in Hamburg, Berlin and Hanover are certified in accordance with the TISAX<sup>1</sup> standard. In each case, these companies were found to have a high maturity level 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, and KPIs.

In preparation for the NIS 2 Directive (Network and Information Security Directive 2), additional locations are currently being included in the scope of the ISMS. Furthermore, maintaining the established high level of information security and ensuring the smooth operation of the system's components in day-to-day business are now key priorities. This will include regular internal audits and checks, managing information security risks, and planning and introducing improvements and other measures.

### Number of Confirmed Information Security Incidents

| 2024 | 2023 | 2022 |
|------|------|------|
| 0    | 1    | 0    |

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

# Responsible Employer

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# 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 based on the core labor standards of the International Labor Organization (ILO) have been defined for the entire Group. They guarantee freedom of association and the right to collective bargaining, prohibit any form of forced or compulsory labor or child labor, and prohibit any discrimination with regard to 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 2024.

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 2024. 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 in the industry and the company does everything it can to boost this sense of solidarity. This includes flexible working time models, modern and future-proof jobs, fair remuneration, and a shared set of values characterized by mutual respect and tolerance. These shared values are not only deeply rooted in the corporate culture, but they are also actively put into practice in everyday life.

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, including 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

| 2024 | 2023 | 2022 |
|------|------|------|
| 87%  | 86%  | 84%  |

The Group also offers its employees an annual bonus as a voluntary benefit. The amount of this benefit depends on various factors, including the respective tariff allocation and whether the business area's targets are achieved.

In Germany, parents 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 implemented over the next couple of years and is set for completion by mid-2026. 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. The Co-Creation project thus forms 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. Employees are also offered training on physical exercises and how to incorporate them into their everyday routine, 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 resources relating to this topic is available on the intranet.

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 also arranged 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. As part of the OCTR (Organization Capability Talent Review) process, the annual performance review provides a formal framework for this. During the year, the mid-year check provides the opportunity to adjust the targets and measures discussed in the performance review. This ensures an ongoing exchange between employees and managers.

**Percentage of All Sites of Employees Who Have Received Regular Performance and Career Development Reviews**

| 2024 | 2023 | 2022 |
|------|------|------|
| 93%  | 95%  | 95%  |

**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 regular strategic 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.

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

| 2024 | 2023 | 2022 |
|------|------|------|
| 59%  | 59%  | 61%  |

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 total, 83 percent of all employees took the opportunity to give their feedback in 2024. 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 required. In Germany alone, around 70 apprentices and work placement students start their careers at STILL each year. The company is currently working together with vocational training colleges and professional associations to train over 240 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 90% of its apprentices.

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

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

| 2024 | 2023 | 2022 |
|------|------|------|
| 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 process 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 assess their specific development needs and potential. Based on the OCTR process, the company holds "talent conferences" to systematically identify talented employees at KION Group in Germany and nominate them for the appropriate development programs. These include EXPLORE, MOVE, Talent Pool, the KION Transition to Management Program, and the Women's Mentoring Program. The operations development program LeadUp 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 ensures that participants are selected according to clear criteria and provides for comprehensive training measures.

In addition to the programs at KION Group Germany, employees and managers have access to a range of training opportunities, which can be undertaken with the approval of their supervisor. The training courses have interactive and practical formats that facilitate transfer into everyday work, and provide opportunities for discussion, reflection, and personal development. As such, they lay the foundation for successful, confident, and future-oriented work.

The introduction of LinkedIn Learning in 2024, which is available to all KION Group employees worldwide, also meets this requirement. LinkedIn Learning provides an extensive library of online courses created by subject matter experts, and allows employees to learn regardless at a time and location that suits them. The same principle applies to the language training courses on offer. Depending on their personal situation, employees can choose between group language courses, one-on-one language coaching, or self-directed learning.

## 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

| 2024 | 2023 | 2022 |
|------|------|------|
| 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 was 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. For this reason, STILL also visits trade fairs, schools, and training events to promote the benefits of professions in the industrial and technical sectors and dispel the misconception that these jobs are predominantly for men. In 2024, STILL took part in "Mädchenwirtschaft," a hands-on careers fair in Hamburg aimed at inspiring girls to pursue technical and industrial careers. In the wake of this, eight young women will begin their training in technical and industrial professions at the Hamburg site in 2025.

When looking for trainees, it is important for STILL to raise awareness of the STEM field as an attractive career for girls and young women. To this end, the company offers regular skills seminars for girls aged between 12 and 18. Attendees have the opportunity to work together in small groups to find solutions and complete various tasks, accompanied by constructive individual feedback. 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 aided by personal support and advice from a trusted mentor.

**Percentage of Female Employees**

| 2024 | 2023 | 2022 |
|------|------|------|
| 15%  | 14%  | 14%  |

**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 KION 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 within and outside of the company, are expected to report compliance-related matters and cases of non-compliance, including child labor, slavery, and human trafficking. In 2024, mandatory e-learning was also introduced for all STILL employees worldwide. The main topics addressed were "Health and Safety," "Fair Remuneration," "German Supply Chain Act," and "Reporting Violations."



Cases of Forced or Compulsory Labor

| 2024 | 2023 | 2022 |
|------|------|------|
| 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

| 2024 | 2023 | 2022 |
|------|------|------|
| 0    | 0    | 0    |

The KION Group'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 conducted a human rights audit during 2024.

# Health and Safety

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# 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 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" (Health, Safety, Environment) 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, for example:

- 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

Occupational health care is provided by the company physician and the occupational health assistant. First aiders, paramedics, and an in-house medical unit work as a team to ensure first aid can be provided in all instances. These staff members work together with a team of safety specialists to 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 have 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 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 through a systematic analysis.

### Percentage of Sites Subject to a Risk Analysis

| 2024 | 2023 | 2022 |
|------|------|------|
| 96%  | 89%  | 89%  |

## 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 upon their return to work. Information on the hazards relating to the respective role, corresponding protective measures, as well as actions to take in hazardous situations is communicated in a conversation between the line manager and employee. This encourages behavior that is conducive to health and safety.

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.

### Percentage of Sites Where Employees Have Received Health and Safety Training

| 2024 | 2023 | 2022 |
|------|------|------|
| 100% | 100% | 99%  |

### 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.
- The global "SAFETY STARTS WITH YOU" training campaign was launched in 2023 for all STILL service technicians and was continued in 2024. 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 taken a psychologically informed approach based on dialog and appreciation to promote attitude and behavior change as part of its "Behavior Based Safety" (BBS) concept. 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.
- STILL Hamburg received the "Culture of Prevention" award—the top safety award from the German Wood and Metal Trade Association (BGHM)—in recognition of its commitment to occupational health and safety. The BGHM also awarded three projects from the Hamburg plant its "Smart Fox" and "Safety Award."
- To further promote safety awareness, STILL launched the "Mom, Dad, Watch Out!" campaign in 2024. The campaign builds on the trust placed in STILL by employees' families that the company provides a responsible and safety-conscious environment. It included a drawing competition for employees' children, a photo shoot at Family & Friends Day, and a series of posters featuring the children. The campaign was met with an overwhelming response, encouraged discussions among staff and families, and highlighted the importance of occupational safety within the company.

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.

### Percentage of Sites with an Official Joint Health and Safety Board

| 2024 | 2023 | 2022 |
|------|------|------|
| 89%  | 87%  | 87%  |

## 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 (LTIFR<sup>1</sup>). 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)<sup>1</sup>

| 2024 | 2023 | 2022 |
|------|------|------|
| 9.0  | 9.6  | 12.3 |

[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)<sup>2</sup>

|                                     | 2024 | 2023 | 2022 |
|-------------------------------------|------|------|------|
| Employees including apprentices     | 140  | 141  | 168  |
| Employees with fixed-term contracts | 7    | 8    | 13   |
| Contractors, guests, other          | 0    | 0    | 0    |

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

## Audits and Certifications

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

### Percentage of Sites Certified under ISO 45001

| 2024 | 2023 | 2022 |
|------|------|------|
| 92%  | 91%  | 89%  |

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 also includes the annual risk assessment based on the KION Group's HSE standards. 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

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# 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; prevent 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. All production locations and almost all sales organizations are now 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 performance. 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.

Percentage of Sites Certified under ISO 14001

| 2024 | 2023 | 2022 |
|------|------|------|
| 92%  | 91%  | 89%  |

## 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.

STILL has completely refurbished 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. Responsible use of energy and reduction of energy consumption are also part of the mandatory annual HSE training.

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 today 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

|                                                      | 2024           | 2023           | 2022           |
|------------------------------------------------------|----------------|----------------|----------------|
| <b>Total energy consumption, direct and indirect</b> | <b>673,072</b> | <b>704,729</b> | <b>689,477</b> |
| <b>Direct energy consumption</b>                     | <b>463,627</b> | <b>475,264</b> | <b>462,337</b> |
| Diesel (non-renewable)                               | 255,999        | 258,501        | 248,606        |
| Petrol (non-renewable)                               | 23,623         | 14,289         | 5,463          |
| Heating oil (non-renewable)                          | 14,330         | 13,892         | 14,768         |
| Coke (non-renewable)                                 | 58,829         | 74,874         | 72,439         |
| Natural gas (non-renewable)                          | 108,830        | 111,714        | 114,881        |
| LPG (non-renewable)                                  | 697            | 709            | 963            |
| Self-generated solar power (renewable)               | 1,319          | 1,285          | 1,297          |
| <b>Indirect energy consumption</b>                   | <b>209,445</b> | <b>229,465</b> | <b>227,140</b> |
| Electricity                                          | 155,708        | 164,955        | 160,316        |
| Heat                                                 | 53,737         | 64,509         | 66,824         |

## 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 sites 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 systems used in STILL's plants are state-of-the-art and generate 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 m<sup>3</sup>

|                           | 2024           | 2023           | 2022           |
|---------------------------|----------------|----------------|----------------|
| <b>Total water volume</b> | <b>118,314</b> | <b>121,130</b> | <b>117,979</b> |
| Groundwater               | 440            | 450            | 917            |
| Municipal water supply    | 117,874        | 120,679        | 117,053        |
| Other sources             | 0              | 1              | 9              |

## 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. After setting initial climate targets in 2018 and carrying out a comprehensive strategy review starting in 2021, the KION Group made a public commitment in 2023 to achieve net-zero greenhouse gas emissions across its entire value chain by 2050 at the latest. The Science Based Targets initiative (SBTi) has officially recognized the KION Group's short-term climate targets and net-zero target for 2024 (see table "Group-Wide Targets" on pages 6 and 7).

The Group has put in place a comprehensive climate management system to ensure effective and efficient management of greenhouse gas emissions and energy use, including the promotion of renewable energies. This system covers the company's own operations as well as other parts of the value chain from production to use and reuse at the end of the current product life cycle. Data on greenhouse gas emissions is collected and presented within the system in accordance with the internationally recognized Greenhouse Gas Protocol.

The KION Group is working on a comprehensive transition plan for climate protection, which is expected to be completed in 2025. This plan will build on existing feasibility studies and form the basis for future climate protection measures.

## Greenhouse Gas Emissions in kg CO<sub>2</sub>e

|                                         | 2024              | 2023              | 2022              |
|-----------------------------------------|-------------------|-------------------|-------------------|
| Scope 1, market based                   | 32,960,784        | 34,357,546        | 33,470,453        |
| Scope 2, market based                   | 3,249,219         | 3,940,772         | 3,822,547         |
| Scope 3.3 <sup>1</sup> , location based | 10,609,197        | 10,405,374        | 10,037,979        |
| <b>Total emissions</b>                  | <b>46,819,200</b> | <b>48,703,692</b> | <b>47,330,979</b> |

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

## Measures to Cut CO<sub>2</sub> Emissions

Modernization work at the Hamburg plant in 2023 saw the replacement of two CO<sub>2</sub> laser cutting machines with fiber laser systems that are significantly more eco-friendly and efficient. This project reduced power consumption at the plant by approximately 156,000 kWh in total, while also saving 67 metric tons of CO<sub>2</sub> 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 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 materials. 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"

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. To encourage employees at the Hamburg site to get cycling and help cut carbon emissions, 198 STILL employees took part in the Stadtradeln 2024 cycling campaign. Participants covered a total of 52,326 kilometers in 21 days, which equates to a saving of over 8.5 metric tons of CO<sub>2</sub>.

In 2024, the bicycle parking facilities at the Hamburg location were also significantly expanded, with a total of 250 covered bicycle parking spaces now available over two floors. There is also a smart charging station available for employees to charge their e-bike batteries—another step toward promoting an emission-free commute for employees.

STILL is also taking things a step further when it comes 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) have also been subject to a new regulation since 2022, which stipulates that all company vehicles must be hybrid or electric. Since 2023, the vehicle fleet in Hamburg has been fully electrified. Work has also begun in Benelux to electrify the vehicle fleet, and the transition to electric is also being reviewed and gradually expanded at many other locations.

To complement this process, the charging infrastructure has also been expanded, and all main locations in Germany have now been equipped with e-charging stations since 2024.

## 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

|                                                   | 2024               | 2023             | 2022             |
|---------------------------------------------------|--------------------|------------------|------------------|
| <b>Other significant airborne emissions–total</b> | <b>1,709,706</b>   | <b>1,928,112</b> | <b>1,010,299</b> |
| Carbon monoxide (airborne emissions, CO)          | 1,675,653          | 1,884,679        | 947,275          |
| NOx                                               | 3,270              | 3,678            | 3,765            |
| SOx                                               | 1,019 <sup>1</sup> | 5,141            | 18,989           |
| Volatile organic compounds (VOC)                  | 29,104             | 34,220           | 36,226           |
| Particulate matter (PM)                           | 658                | 386              | 4,127            |
| Other airborne emissions                          | 4                  | 8                | 8                |

[1] SOx values have been based on a new measurement method since 2024

## 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, spare parts, and batteries 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 CO<sub>2</sub> emissions and, in turn, its carbon footprint.

In the reporting year, STILL put nearly 786,000 used trucks back into circulation<sup>1</sup>. If the trucks are no longer 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. In the previous year, for example, a protective coating system for printed circuit boards was replaced after the manufacturer reclassified it as a CMR substance. This careful handling of hazardous substances protects both employees and the environment.

### Waste Disposal

Waste prevention is right at the top of the waste hierarchy. To this end, STILL has installed reusable systems in various areas to help reduce waste. For example, the majority of spare parts supplied to individual sites and technicians in several European countries are handled via the reusable system. In countries where this is not possible, cardboard packaging and other materials are reused to conserve important resources and prevent waste.

Employees can also help to reduce 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. In Italy, water dispensers were installed to minimize the use of PET bottles.

Where it is not possible to completely avoid waste, STILL places the utmost importance on high-quality recycling, either through its own plant or partner organizations. For years, STILL has been reprocessing scrap at its own iron foundry to make new counterweights for its forklift trucks, thus making an important contribution to implementing the circular economy.

At LogiMAT, STILL showed that it is possible to take a new holistic approach to waste disposal: As part of its holistic sustainability strategy, STILL comprehensively reviewed and optimized its approach to the LogiMAT 2024 trade fair to conserve resources and reduce carbon emissions. Regional procurement, waste reduction, and social and ecological criteria were the main focus for partners and suppliers, with a particular focus on reusing the trade fair stand. STILL partnered for the first time with Leipzig-based start-up Trash Galore, which redirected non-recyclable materials from the trade fair stand to charitable organizations. As a result, around 650 kg of material, including over 510 kg of textiles, 100 kg of wood, and 40 kg of plastic, was donated to the Kunstverein Wagenhalle e. V., Bauzug 3YG, SchaffBar Böblingen e. V. and the Spielmobil des Stadtjugendrings Sindelfingen e. V. The partnership was thus able to reuse valuable resources and save over 5,000 kg of CO<sub>2</sub> equivalent, while supporting the important work of the charitable projects taking part. The insights gained will serve as a basis for future trade fairs.

For production waste, STILL in Hamburg works exclusively with qualified waste disposal companies that use the following recycling processes:

- Recycling and recovery of organic waste
- Reprocessing of sludge and residue from kitchen grease trap
- Recycling of food waste from the company canteen via ReFood
- 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

## Waste in Metric Tons

|                                         | 2024         | 2023         | 2022         |
|-----------------------------------------|--------------|--------------|--------------|
| <b>Hazardous waste for disposal</b>     | <b>981</b>   | <b>1,049</b> | <b>1,248</b> |
| Incinerated                             | 52           | 52           | 63           |
| Sent to landfill                        | 473          | 639          | 697          |
| Other disposal method                   | 457          | 359          | 487          |
| <b>Non-hazardous waste for disposal</b> | <b>6,983</b> | <b>4,926</b> | <b>6,896</b> |
| Incinerated                             | 350          | 217          | 179          |
| Sent to landfill                        | 5,692        | 3,734        | 6,129        |
| Other disposal method                   | 941          | 975          | 589          |

|                                                 | 2024          | 2023          | 2022          |
|-------------------------------------------------|---------------|---------------|---------------|
| <b>Hazardous waste for recycling/re-use</b>     | <b>4,280</b>  | <b>3,542</b>  | <b>3,378</b>  |
| Recycled                                        | 3,878         | 2,762         | 2,640         |
| Processed ready for re-use                      | 22            | 66            | 19            |
| Other method                                    | 380           | 714           | 718           |
| <b>Non-hazardous waste for recycling/re-use</b> | <b>15,288</b> | <b>16,558</b> | <b>13,723</b> |
| Recycled                                        | 13,618        | 14,989        | 12,624        |
| Processed ready for re-use                      | 874           | 655           | 659           |
| Other method                                    | 796           | 914           | 440           |

## 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

| 2024 | 2023 | 2022 |
|------|------|------|
| 93%  | 90%  | 84%  |

In addition to the training, campaigns are also run to raise awareness of current issues. For example, in 2024 employees in Spain were given intensive training in water conservation in response to the ongoing drought in Catalonia and Andalusia.

The increased awareness of environmental issues among staff can be seen in the 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 remaining sites set to follow in 2025.
- 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.
- STILL has been contributing to biodiversity in Hamburg by hosting a bee colony on its premises for the past five years. In Denmark, green spaces are also no longer being mowed to preserve insect habitats.

## 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 staff as a whole. 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.

As part of the idea management's environmental sustainability campaigns, employees submit their ideas on how the KION Group can become more sustainable over a period of three weeks. Questions include, for example: How can we reduce our energy consumption? How can we save on raw materials and components, or re-use them more effectively 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 selects the ten best suggestions in each case and awards prizes to the top three ideas with the biggest environmental impact. Several ideas that came directly from employees have already been implemented at STILL. 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 number of printed delivery notes for spare parts was also reduced from two copies to one, saving a large amount of paper and toner in the process. In 2023, another idea for reducing the use of plastic bags was implemented. Before this, production orders were placed in resealable plastic bags and passed on during processing. These bags are now no longer used, resulting in a reduction of up to 48,000 plastic bags to date.

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

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# 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 CTO<sup>1</sup> 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 a clear objective of further aligning its portfolio with sustainable battery and fuel cell-powered drive technologies. The company is also aiming to steadily increase the proportion of components that are fed back into the production process with new product innovations. In 2024, 97.9% of STILL trucks sold to customers were electric. To support these measures, the KION Group's Innovative Product Evolution Process 2 (iPEP 2) provides a comprehensive framework for optimizing product development along the entire value chain. The success of this process is based on its clearly defined roles and process structures, which are supported

by integrated project planning. One important aspect here is the flexibility of project managers to adapt the process to specific requirements, such as sustainability targets.

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. In addition to this, big data analytics allow products to be designed and configured without unnecessary safety buffers and with optimal life cycle consumption.

A key highlight of 2024 was the addition of three new frames to STILL's LiftRunner system. One of these allows a single towing truck to pull six to eight trailers, thereby doubling the towing capacity of the tugger train without the need for more space. This increases productivity and safety, while also reducing warehouse traffic and energy consumption. The other two models are designed for automating the "last mile" in logistics. They feature advanced steering for improved stability and can easily be used with a wide range of load carriers.

The mixed production line—where several different truck models are assembled on the same conveyor—is another effective example of more efficient use of resources. As well as providing economic benefits, this production method also requires less production space and thereby reduces the need for raw materials and energy to construct, operate and maintain the infrastructure. The level of automation in production was also increased in the case of counterbalanced forklift trucks built on the mixed production line, for example through robotic welding. This not only has environmental benefits—by preventing spikes in electricity usage, for example—but it also promotes the employee health, as it often means 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 CO<sub>2</sub> emissions from its product fleet to zero. Until then, the company will continue to optimize its existing technology, in order to give its customers a key competitive advantage. It is for this reason that STILL continues working every day to further enhance the efficiency of its products. It does so by developing solutions like smart networks, fleet management systems, and charging systems, which help customers to manage their electricity consumption as efficiently as possible depending on the application and to avoid demand peaks. These solutions significantly reduce energy consumption and enable customers to cut costs by a substantial amount, without modifying or impacting their operating processes, all 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, 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," which involves a detailed analysis to identify the optimal energy system for each individual customer company. 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.

In addition, the STILL FleetManager 4.x and STILL neXXt fleet systems bring together all relevant fleet management information in one place and offer a wide range of analysis options. For example, users can compile and analyze reports and truck data or evaluate commercial fleet data. Both systems give customers a real-time overview of their truck fleet, allowing them to continue improving the 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'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. Thanks to fast refueling times and a continuous energy supply, it guarantees maximum availability. The hydrogen dispensers, meanwhile, require very little space and can be positioned along transport routes without the need for a separate refueling area. This ensures maximum flexibility in the warehouse and optimal use of space.

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. 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 fuel cell-powered industrial 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.

The Group produces its own lithium-ion batteries and places strong emphasis on refurbishment and recycling. A prime example of this is its collaboration with Li-Cycle, which takes a circular approach to lithium-ion batteries. After all, what happens to batteries once they reach their guaranteed number of charging cycles is a key challenge for the future. In 2023, the KION Group and Li-Cycle entered into 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 that they can be reprocessed and reused in new batteries. In 2024, around 8.19 metric tons of battery modules, which equates to 162 batteries, were returned for refurbishment and recycling.

For many years, STILL has also offered an attractive range of rental and used trucks, designed to help customers reduce their costs and also conserve 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. STILL is committed to developing robust and consistent LCA methodologies to ensure that reliable data is available for informed decision-making throughout the product life cycle. To further improve this process, life cycle assessment training was offered to a large number of employees—from managers to technicians—in 2024. The training covered both theoretical and practical aspects to support the internal decision-making processes relating to sustainability, particularly with regard to design assessments, material selection, and the durability of components.

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

Life cycle assessments are an effective tool for incorporating environmental aspects into the development process of new products and proposing environmentally 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

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# 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 function<sup>1</sup>, 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 Group business.

The KION Group has defined global purchasing roles and responsibilities, objectives, models, mandates, KPIs, decision-making bodies, committees, interfaces, and escalation models in order to achieve optimal results, reduce risks in the supply chain, and drive strategic growth and cost savings. 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. This is ensured by a central supplier sustainability department, which bears responsibility across all organizational units.



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 KION 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 has set 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 **Supplier Code of Conduct** and obliges its suppliers to observe these requirements when entering into business agreements with KION Group companies. The Supplier Code of Conduct contains clear ecological and ethical guidelines in line with environmental, labor, and human rights standards and is available in multiple languages in 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 Supplier Code of 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 reliably assess the sustainability risks and performance 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. Since 2022, the KION Group has been running industry and country risk analysis on all suppliers—regardless of revenue or product supplied—using the EcoVadis "IQ" platform, in order to determine their risk profile with regard to sustainability.

The IntegrityNext platform is used in the next stage of the evaluation. Here, a self-assessment questionnaire is used to determine the supplier's level of compliance with human rights, labor rights, and environmental protection. The assessment is carried out for strategic suppliers (A suppliers) and for business partners identified in the first step as high-risk suppliers. Alternatively, the assessment is carried out via EcoVadis. In this case, suppliers are required to undergo a sustainability assessment based on a review of their documentation.

The result of the assessment is then evaluated and suppliers with an existing risk are prioritized according to the severity and likelihood of a possible risk occurring. Based on this prioritization, suppliers are contacted and asked to implement individual corrective measures. These measures are defined based on the existing risk and may include supplier audits, corrective action plans, supplier training, individual discussions, or various certifications (list not exhaustive). Ideally, the corrective measures should reduce the risk of rights infringement.

The results of this supplier evaluation are summarized as an “ESG KPI” and taken into account in various purchasing processes, such as supplier evaluation, the awarding of new projects, and the product group strategy.

This multi-phase evaluation process allows the KION Group to verify that its suppliers comply with specific standards in the areas of HSE, anti-corruption and anti-bribery, as well as upstream supply chain monitoring. Above all, this process ensures that suppliers are compliant with human rights, employee rights, and employment standards. It also brings the KION Group in line with various legal requirements, such as the German Supply Chain Duty of Care Act, as well as local laws like the UK Modern Slavery Act and the Canadian Modern Slavery Act. The system is flexible and can be adapted to changing requirements.

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 reviewed on an ongoing basis. 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 chains in a targeted way.

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

| 2024 | 2023 | 2022 |
|------|------|------|
| 98%  | 74%  | 81%  |

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

| 2024 | 2023 | 2022 |
|------|------|------|
| 94%  | 35%  | 46%  |

### Emissions Transparency in the Supply Chain

In July 2023, KION announced its official commitment to the Science Based Targets initiative (SBTi). This means that continually reducing CO<sub>2</sub> emissions within the KION Group supply chains is now a binding target. Since taking this step, CO<sub>2</sub> reduction and net-zero requirements have been incorporated into supplier relationships and the tactical design of the supply chain. With the help of external support, the KION Group has set up a project that aims to take a holistic approach to measuring and reducing CO<sub>2</sub> emissions in the supply chain (Scope 3.1 emissions) and take this issue into account in its purchasing processes. In 2024, workshops were held with selected suppliers to determine their maturity level in various material categories. Adapted according to the suppliers' level of knowledge, the workshops provided them with basic training on calculating CO<sub>2</sub> emissions. If the calculations were already available, the results, decarbonization plans, and obstacles were discussed. The workshops provided the group with valuable insights to inform future actions. The project also addressed the integration of CO<sub>2</sub> transparency into purchasing processes, particularly in the tendering and awarding process, but also in the strategies for material categories and supplier evaluations. The foundation for this process was laid in 2024. In the coming years, the Group will work on collecting primary data to improve the transparency of CO<sub>2</sub> emissions in the supply chain.

### Training of Employees and Suppliers

The KION Group has devised a range of training courses to educate its own employees on human rights and environmental protection in the supply chain. The aim here is to raise awareness among employees of the contribution they can make to compliance with human rights, labor rights, employment standards, and environmental protection in the supply chain. Other training courses cover environmental product requirements and general background information on the KION Group's sustainability program.

There is also a training course specifically for suppliers. This course covers why suppliers should also address the issue of sustainability, and which topics the KION Group is currently passing on to suppliers and why. The training is available on the KION Group website and was produced in English with Chinese subtitles. It is also sent to suppliers via our sourcing portal.

### 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). The KION Group has also decided to work with the SaaS platform provider Assent. Its compliance portal is used by more than 800 companies, and enables the KION Group 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 submitted to the KION Group annually by the suppliers.

Since 2022, the KION Group has participated in an annual industry initiative coordinated by Assent. It specifically encourages smelters and refineries to be assessed by industry-recognized auditing programs. Over 200 companies have taken part so far by signing a joint letter and providing a link to the auditing institutes. This underlines the significance of auditing to companies that have yet to undergo an assessment.

The Group-wide Responsible Minerals Sourcing 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 clearly 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 its 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:

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# Community Engagement

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# 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. This policy was last revised and improved across the Group in 2020. 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 2024, STILL presented checks worth 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 countless 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.

STILL also continues its commitment to sports in 2024. Once again, over 50 athletes from STILL took part in the annual Suzuki World Triathlon in Hamburg. This year, for the first time, STILL also provided eleven forklift trucks as official logistics partner, and 60 volunteers attended, offering refreshments and support to all participants at the STILL Energy station along the route. STILL's commitment to sports is impressive; at this year's annual MOPO team relay race, the company once again fielded one of the largest groups with 220 runners taking part in this popular company run.

## **Promoting Talented Young People is a Top Priority at STILL**

STILL also took part in Future Day again in 2024. 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 took part in a wide variety of activities. STILL's apprentices and work placement students in Hamburg took the lead in looking after the students 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 light 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, which gave the students a glimpse of what the future holds at STILL. Apprentices from mechatronics, industrial mechanics, construction mechanics, and cutting machine mechanics as well as trainee industrial executives and warehouse logistics specialists were there to support the young visitors at all of the hands-on stations.