

DEKRA SE



SUSTAINABILITY MAGAZINE 2015

# A CLEAR PLAN

“Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”

Brundtland Commission report, Our Common Future (1987)

---

This 1987 quotation from the World Commission on Environment and Development (Brundtland Commission) is as relevant today as it was then. It addresses the four basic human needs: safety, freedom, physical well-being and community.

DEKRA shares the view of the Brundtland Commission. We understand that businesses need to generate revenue and profit while also maintaining good relations with all the relevant stakeholders.

For DEKRA, sustainability means justifying the confidence that people have in the impartiality, independence and quality of our services. By doing so, we make our own contribution to the basic human need for safety.

## CONTENTS

- 3 Introduction
- 4 Ethics & values
- 4 Initiatives
- 5 Safety
- 6 Integrity
- 7 Employees
- 8 Environment



**Stefan Kölbl**  
Chairman of the Management Board DEKRA e.V. and DEKRA SE

**Ladies and gentlemen,**

Safety is perhaps the most important requirement for long-term success in any business. DEKRA was founded 90 years ago with precisely this goal in mind. The fulfilment of our corporate mission – creating safety – is our absolute priority. Doing so sustainably is both our mission and our duty.

We are consistently guided by the principles of good corporate governance, whether in our work as an independent third party, when procuring goods and services around the world or during the acquisition of other companies. In our supply chain, we comply with all relevant legislation and actively promote the implementation of international social standards, such as those laid down by the International Labour Organization.

We are constantly working to improve the structures and processes at DEKRA with regard to sustainability. This publication highlights the progress made in 2014 and also sets out our plans for the future.

A key priority in 2015 will be identifying and documenting a range of sustainability indicators. Doing so will help us achieve our goal of creating a reporting system based on recognised sustainability standards.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Stefan Kölbl', written in a cursive style.

Stefan Kölbl

## ETHICS & VALUES

In 2014, DEKRA translated the following values into basic rules of conduct as part of the “Vision 2025” strategy process: Responsibility for safety, customer orientation, entrepreneurship, team spirit and integrity. These now serve as a behavioral compass within the company. They help to ensure that commitments are fulfilled and personal responsibilities are met.

### Measures

As a service provider, we support the Universal Declaration of Human Rights and recognise the rights and standards laid down by the International Labour Organization (ILO). This commitment is fundamental to our Compliance Guidelines, purchasing conditions and supplier audits. It also provides the basis for the implementation of sustainability standards throughout our value chain.

### Targets

Our key objective for 2015 is to embed the measures described above throughout our global organisation. This will include ensuring that local suppliers to all DEKRA subsidiaries comply with human rights and ILO standards.

## INITIATIVES

One of the objectives laid down in Vision 2025 is to connect with our stakeholders across national boundaries. Our aim here is to share our expertise and thus participate in the development of future safety standards. In the process, we will be exposed to valuable information and ideas that help us to improve the quality of our services.

The Confederation of Inspection and Certification Organisations (CEOC) represents the interests of its members – which include DEKRA – to the European Union as well as international organisations dealing with directives, regulations, standards and accreditation. Our Senior Vice-President, Mark Thomä, has served as Vice-President on the CEOC board since 2013.

The International Federation of Inspection Agencies (IFIA) represents the world’s leading inspection service providers and develops international guidelines for existing and new inspection standards. DEKRA joined the IFIA in 2014. As a member, we can enter into global partnerships and develop our network of industry contacts. One of the key conditions for IFIA membership is having an established compliance management system.

Since 2014, DEKRA has also been involved with the German Partnership for Sustainable Mobility. This initiative operates on behalf of the Federal Ministry for Economic Cooperation and Development and the Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety, and is supported by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ). Its aim is to raise the international profile of German products and services that promote sustainable mobility.

# SAFETY



Thanks to our close proximity to markets and clients, we can develop high-quality, innovative services in all our business units that provide safety to our clients and benefits to society in general. The path sketched out in last year's Sustainability Magazine has now been defined in more detail.

## PROGRESS IN 2014

### DEKRA mission

In the shared view of the management, employees and members of DEKRA e. V., our social mission is to use our testing, certification and consulting services to help prevent accidents and save lives. The Vision 2025 strategy developed in 2014 provides a roadmap for implementation of our corporate commitment to public safety.

### DEKRA services

DEKRA is continuously developing its services and processes with a view to conserving resources and improving quality. By optimising our project planning we are successfully reducing time spent travelling. In addition, more than half a million DEKRA appraisals are subject to automated quality control during data entry.

Safety issues in the oil, gas and process industries are high on the agenda of the Safety in Action conference series established many years ago by our California-based subsidiary Behavioral Science Technology, Inc. (BST). At the March 2015 conference in Orlando, Florida, more than 2,000 participants discussed the current challenges in these sectors. The Safety in Action series typifies the desire of BST to help companies establish an uncompromising safety culture, from the highest management level to the factory floor.

Our contribution to road safety in 2014 included the provision of training to some 100,000 professional drivers. Our training modules are also designed to help optimise fuel economy. In addition, DEKRA supports the transport and logistics industry, as well as other customers, through special studies such as the DEKRA Road Safety Report.

## NEW TARGETS

In 2015, DEKRA will define its Vision 2025 targets for the individual business units and their respective service portfolios. The aim here is to expand our contribution to global safety through existing services as well as new offerings.

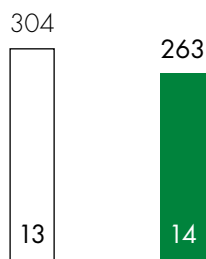
# INTEGRITY



Impartiality and neutrality are core requirements for sustained success as a provider of expert services. These qualities are rooted in the integrity of our management and every one of our employees. As well as complying with all relevant legislation and the regulations laid down by accreditation authorities, we are particularly committed to consumer protection. The awarding of the DEKRA seal, for example, is subject to strict internal quality and transparency controls.

## PROGRESS IN 2014

Society has high expectations when it comes to responsible corporate management. Accordingly, DEKRA has continued to develop its compliance management system. Our Compliance Guidelines have been expanded and communicated throughout the company. We have also appointed dedicated compliance managers. In order to respond quickly to any potential issue, our compliance measures are closely aligned with our general risk management system. Together, they form an integral part of the DEKRA management process.



### DEKRA ACCREDITATION:

2014 accreditations at DEKRA have been regrouped. For DEKRA the small number of accreditations is an increase in efficiency.

## NEW TARGETS

DEKRA is using on-site training to increase awareness of compliance issues. The key aim here is to communicate our corporate culture and the associated demands to all managerial staff and their employees. In addition to classroom training, we are using e-learning systems in response to legal requirements in the US and UK.

When any of our business units is confronted with new legal requirements, the Compliance Office will assist with the development of compliance strategies and guidelines.

The Corporate Quality unit develops measures via a cross-departmental team in order to strengthen our response around the world to the growing demand for impartiality from accredited organisations. All departments can access the results in the form of best practice solutions.

# EMPLOYEES



At DEKRA, caring for our employees is a core value and essential to the company's long-term success. Occupational safety, health management and our global talent management system are therefore important priorities.

## PROGRESS IN 2014

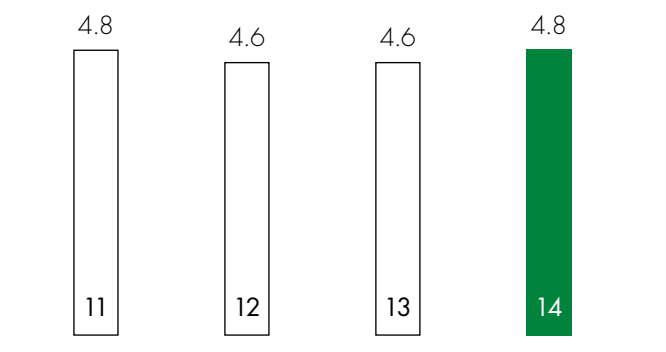
In 2014, DEKRA developed and implemented an integrated health management programme. In addition, our annual HR management conference discussed global best practice concepts. In the area of talent management, the key focus was on the expansion of opportunities for both junior and senior management. As DEKRA continues to grow internationally, it is increasingly important that we deploy our staff outside their home markets to promote Group-wide knowledge transfer. The turnover rate in the company is at a low level for years.

TOTAL TURNOVER RATE  
(EXCLUDING DEKRA TEMPORARY WORK):

Turnover rate of employees-initiated withdrawals in %

## NEW TARGETS

Starting in 2015, we will collect, systematise and evaluate key performance indicators in the area of occupational health and safety. These will be used to identify measures that DEKRA can take to improve safety in the workplace. We will also introduce a working party tasked with further improving DEKRA's appeal as an employer.



# ENVIRONMENT

---



In 2014, DEKRA further expanded the field of environmental protection. In doing so, we have laid the foundation for the systematic documentation and reduction of our environmental footprint.

## PROGRESS IN 2014

In Germany, we systematically collect data relating to the company's vehicle fleet. When refurbishing buildings, including those at the headquarters site in Stuttgart, we apply sustainable construction standards. In addition, we are now capturing energy consumption data for almost all our German locations.

## NEW TARGETS

DEKRA plans to establish a Group-wide environmental management system. One of the initial tasks will be to raise awareness among management and staff of the importance of environmentally responsible behaviour. In 2016, we will appoint environmental officers throughout the Group.

Additional measures will be introduced to reduce carbon emissions based on data collected from our fleet of vehicles in Germany.

DEKRA is also committed to improving the energy efficiency of buildings, both within the company and beyond. A project with this aim is being funded by the EU and driven forward in cooperation with the Fraunhofer Institute.