

COMBINED SEPARATE NON-FINANCIAL REPORT

IN ACCORDANCE WITH THE CSR DIRECTIVE IMPLEMENTATION ACT



ABOUT JUNGHEINRICH TO OUR SHAREHOLDERS

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As a globally leading provider of intralogistics solutions, we are responsible for our activities in Germany, Europe and the rest of the world from an economic, environmental and social viewpoint. Our conduct is based on our understanding of CSR: the successful combination of profitable growth with the needs of society and the environment. At Jungheinrich, we create sustainable value together and meet our stakeholders' expectations based on our company's success.

EcoVadis Platinum and other awards

For several years, Jungheinrich has been participating in the independent sustainability rating from EcoVadis. Once a year, the company is evaluated in the categories environment, labour and human rights, ethics, and sustainable procurement. This helps us measure our sustainability performance and make it transparent, and continuously improve our performance by analysing the evaluation results. After achieving Gold status in 2019 and 2020, this year we were awarded Platinum certification for the first time. This puts us in the top one per cent of the world's most sustainable companies. We especially improved in the fields of work practices and human rights, and sustainable procurement. Receiving platinum status is both a confirmation and motivation: it represents recognition for our work and drives us to keep setting ambitious targets in the future.

In the past financial year, we participated for the first time in the prestigious CDP sustainability rating (formerly the "Carbon Disclosure Project") in the "Climate" category and received a rating of B-. We also received a score of A- in the CDP Supplier Engagement Rating (SER). This assesses companies with regard to their corporate governance, definition of targets, and estimation of greenhouse gas emissions in their value chain, as well as their commitment to the supply chain. Both ratings scales range from A to F. In addition, during our participation in the German Sustainability Awards, we were nominated as a finalist in the "Climate" category.

Initiatives and memberships

Jungheinrich joined the 50 Sustainability & Climate Leaders initiative in 2020 and thus belongs to a group of companies that are dedicated to stopping climate change and promoting a more sustainable economy. The 50 international companies from different industries participating in the campaign have set themselves the goal of taking a leading role in the fight against climate change and thus contributing to the achievement of the 17 United Nations Sustainable Development Goals (UNSDGs).

In 2021, we also took an important step in creating a scientific framework for our goal of climate neutrality by committing to the [[Science Based Targets initiative \(SBTi\)](#)]¹ and [[The Climate Pledge](#)]. The founding members of STBi include the World Wide Fund For Nature (WWF) and CDP. We have also joined the Sustainability Skills programme of econsense e.V. to ensure exchanges happen beyond just our sector and to keep ourselves informed of sustainability developments. econsense has set itself the goal of connecting international companies in order to actively shape the transition to more sustainable business and society.

About this report

In the following chapter, "Combined separate non-financial report in accordance with CSR Directive Implementation Act²", Jungheinrich covers the progress made in operating sustainably in the 2021 financial year (1 January to 31 December). Pursuant to Sections 315b, 315c in connection with 289c to 289e of the German Commercial Code, the combined separate non-financial report relates to the Jungheinrich Group and Jungheinrich AG. Jungheinrich AG does not have any separate concepts and is managed by the Group. The GRI Standards provide the framework for the combined separate non-financial report in line with Section 289d of the German Commercial Code.

¹ We are committed to the "Near term" standard and "Net-zero" standard. "Near term": Target timeframe between 5 and 15 years. "Net-zero": emissions reductions as soon as possible, short- and long-term targets, climate neutrality only with achievement of long-terms targets, targets that go beyond own value creation.

² CSR: Corporate Social Responsibility.



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With this report Jungheinrich also meets the requirements of the Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088 (hereafter EU Taxonomy Regulation) [page 32 ff.].

It covers all companies of the Jungheinrich Group (as of 31 December 2021). Deviations are indicated in the document. The report is published annually and is based on the 2020 non-financial report which was published as part of the annual report on 26 March 2021.

This non-financial report was subject to a limited audit in accordance with ISAE 3000 (Revised) and issued with an unqualified audit opinion by independent auditors PricewaterhouseCoopers GmbH (PwC).

CSR AT JUNGHEINRICH

Quality, environment, energy and work safety

On the same page: we depend on our employees' cooperation in quality, environment, energy and work safety issues. In order to achieve these, we implement appropriate measures and regularly monitor their effectiveness.

We need targets to keep on developing. We set Group-wide targets as well as site and area targets. In order to achieve our targets, we implement appropriate measures and regularly monitor their effectiveness.

Further information and details on sustainability can be found on our website [www.jungheinrich.com/en/responsibility].

Meeting demands

A central part of CSR in our company involves avoiding negative effects for people and the environment. We have, therefore, firmly established a precautionary approach in our Group guidelines and processes for quality, environment

and energy, work safety and compliance issues. It is our aim not just to fulfil statutory requirements but to exceed them wherever possible.

The requirements of our internal and external stakeholders are extremely important to us. These requirements include: evaluating risks and opportunities, developing innovations, the effectiveness of processes (like Purchasing, Development, Production, Sales and Personnel), making necessary resources available and constantly improving performance.

As early as 2016, we created the "CSR Core Team" to manage the various CSR-related issues within the Jungheinrich organisation. The interdisciplinary team from Account Management, Corporate Communications, Corporate Compliance, Audit & Data Protection, Corporate Human Resources, Corporate Investor Relations, Corporate Procurement, CE & Customs, Corporate Sustainability, Health & Safety, Corporate Strategy & Digital and Technical Procurement recommends actions and suggests targets. The core team occupies a key role as an intermediary between the business units and the Board of Management. Headed by Corporate Sustainability and Health & Safety, the team prepares and discusses decisions for the Board of Management. Different departments contribute to a holistic understanding of sustainability and provide specialist content. Further input comes from the production plants, sales units and other locations. They carry out suggestions approved by the Board of Management. As part of our strategy process, we have begun to reorganise the core team and the underlying processes.

Changes to sustainability organisation

There were two major organisational changes in the area of sustainability in the 2021 financial year: the Sustainability and Environment department was taken out of the Corporate Quality & Sustainability division and established under new leadership at a level directly under the CEO as the new Corporate Sustainability, Health & Safety division. The Environment, Health & Safety department and the Sustainability Management & Performance department are part of the new division. This organisational change will significantly reinforce Jungheinrich's Sustainability division and drive our sustainability strategy.



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Materiality analysis

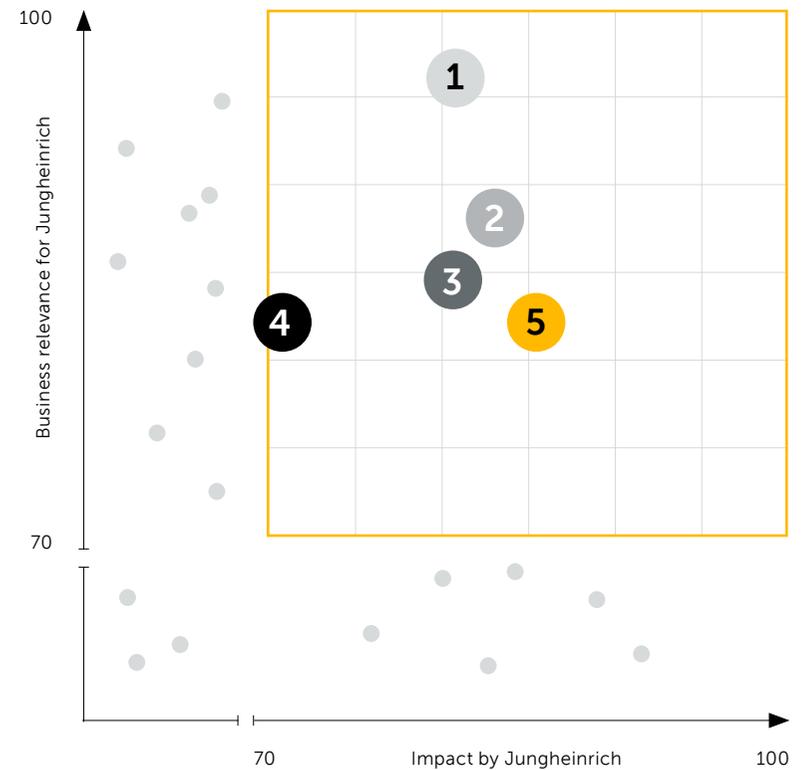
Our existing materiality analysis was checked to see if it was still up-to-date and was confirmed as such. Various sources of information¹ were used to determine which topics are material for Jungheinrich in terms of sustainability. The topics identified as part of this process were evaluated by our key stakeholders and internal experts with regard to their business relevance and consequences. 17 out of the 33 topics were rated as being particularly relevant for the company. They were then grouped into five focus areas. During preparation of the non-financial report in accordance with the CSR Directive Implementation Act, issues evaluated by the materiality analysis as being material or very material were checked and prioritised with regard to both their relevance to the business and their degree of impact, in line with the principle of double materiality pursuant to Section 289c, Paragraph 3 of the German Commercial Code. The outcome is shown in the materiality matrix to the right.

JUNGHEINRICH MATERIALITY ANALYSIS

	Requirements of the German Commercial Code in accordance with Section 289c Paragraph 3	Executive function at Jungheinrich
1. Economic responsibility	Combating corruption and bribery	Corporate
2. Environmentally friendly & safe products	Environmental concerns	Corporate & Technics
3. Transparency & responsibility in the supply chain	Environmental concerns, social concerns & respect for human rights	Corporate, Technics & Finance
4. Environment & energy	Environmental concerns	Corporate, Technics & Finance
5. Secure & good jobs	Employee concerns, social concerns & attention to human rights	Corporate

1 We used the following external sources: customer enquiries, EcoVadis, German Commercial Code (Handelsgesetzbuch), ILO core labour standards, ISO 14001, ISO 50001, ISO 45001, competitors, MSCI, UN Principles for Responsible Investments. We used the following internal sources: experts in environment, occupational safety, development, innovation and IT security.
2 Material compliance: compliance with substance prohibitions.

MATERIALITY MATRIX



MATERIAL TOPICS FOR JUNGHEINRICH

- 1 Economic responsibility**
Acting within the law, Compliance & corruption
Responsible management
Norms & standards
- 2 Environmentally friendly & safe products**
Materials (resource-saving products)
Environmentally friendly products
Customer health & safety
Customer satisfaction, competitive standing, R&D
Product quality & enhancement
- 3 Transparency & responsibility in the supply chain**
Material compliance²
Transparency in the supply chain
- 4 Environment & energy**
Energy (consumption & renewable energies)
Waste & recycling
- 5 Secure & good jobs**
Occupational health & safety
Training & development
Good employer



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Non-financial risks pursuant to Section 289c Paragraph 3 Item 3 and 4 HGB

Non-financial risks for Jungheinrich's business operations are addressed as part of our regular risk management. The detailed risk and opportunity report [page 64 ff.] can be found in our combined management report. Pursuant to Section 289c Paragraph 3 Items 3 and 4 of the German Commercial Code, no material risks with highly likely serious negative impacts in the aspects outlined in the CSR Directive Implementation Act were identified for our business operations, business relationships, products or services. Reportable correlations with the figures in the consolidated financial statements were not detected. Against the backdrop of the Russia-Ukraine conflict, non-financial risks could arise that could not be conclusively assessed at the time this report was prepared.

OUR SUSTAINABILITY STRATEGY

Jungheinrich unveiled its corporate Strategy 2025+ in November 2020. As one of the six fields of action¹, the sustainability strategy will significantly determine the company's direction in the future and forms the foundation for cooperation at Jungheinrich and its impact. The relevance of the sustainability concept is also emphasised by the central Group goal of "Creating sustainable value". The contents of the sustainability strategy were developed together with an interdisciplinary team. This has six focal points, which in turn are subdivided into various initiatives and measures:

– **Climate neutrality:** We already formulated our goal to become a climate-neutral² company in 2020. We use the Greenhouse Gas Protocol, an international standard enabling comparability and transparency, to determine the level of our greenhouse gas emissions. We aim for climate neutrality in Scopes³ 1, 2 and 3 (upstream activities). This ambitious goal underlines the relevance of environmental and climate protection at Jungheinrich and is a central component of our sustainability strategy.

The majority of our Scope 3 emissions are generated in the supply chain, which is why we are working on reducing these emissions together with our suppliers. The foundations of this are laid in the design process for our trucks by determining factors such as energy efficiency and CO₂e emissions for the delivered materials and the later deployment phase. We also check whether it is viable to use recyclable materials or low-carbon alternative materials. We believe that observing circular economy principles as early as the development stages of our products is an essential step in achieving our goal of climate neutrality.

To make our own locations climate neutral, we began switching all locations to green electricity⁴ and adapted our company vehicle guidelines to include electric and hybrid vehicles at the beginning of 2021. To increase our energy efficiency we equipped many of our production sites in Germany with LED technology and started installing photovoltaic facilities at suitable locations, such as our headquarters in Hamburg.

Our products are among the most energy efficient on the market. In particular, our fleet of lithium-ion battery-powered trucks is setting new benchmarks in intralogistics. By 2025, we want to achieve an equipment ratio of 70 per cent lithium-ion battery-powered trucks. Lithium-ion battery-powered trucks make an effective contribution to sustainability by increasing energy efficiency and lowering CO₂e emissions⁵: they emit around 20 per cent less CO₂ than traditional lead acid batteries. We are certain that switching to electric products is the key to climate neutrality and that is why we are no longer investing in the development of combustion drives.

– **Eco efficiency and circular economy:** Earth Overshoot Day was on 29 July 2021, this is the day on which all renewable resources were used which the Earth can provide in a year. According to scientific statements, the global population used the capacity of 1.6 Earths by the end of 2021. In addition, global supply chains pose a big risk for the continuity of business processes due to resource scarcity and the corresponding increase in prices. To ensure that raw and other materials are available, we specifically analyse developments in future regulations, the consequences of the coronavirus pandemic and the rising raw materials prices. Derived from this, we will increasingly make use of options such as local procurement and the use of alternative materials (e.g. recycled materials).

We want to reorient our locations, processes and products to the principles of circular economies. Detaching economic growth from the consumption of natural resources and the associated impacts on the environment are simultaneously the key and the end goal. We will therefore establish [ecological design principles] further as an important element of our product development by developing cost-benefit methods in interdisciplinary teams. The teams and methods will ensure that the economic, ecological and social aspects of our conduct and products are optimised. As a supporting measure, we will expand the scope of our product life cycle assessments so that we can present more detailed information on other things that have an impact, such as land usage and water consumption, in addition to CO₂e emissions.

1 Strategy 2025+ is comprised of six fields of action (automation, digitalisation, energy systems, efficiency, global footprint and sustainability). Further information on Strategy 2025+ can be found in the combined management report from [page 50 ff.] onwards.

2 Jungheinrich understands "climate neutral" to mean generating a neutral balance of greenhouse gases listed in the Kyoto Protocol (CO₂, CH₄, N₂O, SF₆, HFCs, PFCs and NF₃). Greenhouse gas emissions are considered balanced once all appropriate measures to reduce our own greenhouse emissions in the Jungheinrich Group as well as in the value chain and the product portfolio are fully exploited, and at least the volume of unavoidable emissions is offset by select compensation projects.

3 Emissions are divided into three scopes: direct (Scope 1), indirect (Scope 2) and other indirect (Scope 3) emissions. Scope 3 emissions are divided into 15 categories. With the exception of category 3.10 (Processing of sold products) and 3.14 (Franchise), all categories are relevant to us. A detailed overview of all three scopes is presented on [page 30].

4 Electricity should be sourced from renewable energy sources wherever the market and government allow.

5 Numerous other gases in addition to greenhouse gas CO₂ have an impact on the climate (see footnote 2). These are grouped for indexing and easier comparison under "CO₂ equivalents" (CO₂e).



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The ecological efficiency of our own locations is currently being analysed so that we can derive overarching programmes to significantly reduce the environmental impacts of the entire company.

- **Sustainable business models, products and services:** It is our aim to create sustainable values – for all of our stakeholders. We are developing business models that can make a decisive contribution both to our long-term corporate success and society, and that are in line with our innovation expectations. We are working closely together with customers to achieve this by, for instance, offering integrated intralogistics solutions that optimise the economic aspects, the principles of climate and circular economy, and social aspects in operating the warehouses. This also allows us to transfer our expertise out to other sectors and markets. Examples are our holistic energy solutions in new fields of application (Jungheinrich Powertrain Solutions), with which we have brought electric power to the agricultural and construction machinery sectors, or our vertical farming solutions, with which we can make an important contribution to food supplies of the future.
- **Systematic sustainability management:** In order to implement the developed targets, focus areas and programmes of Jungheinrich’s sustainability strategy, comprehensive management with regulated processes, understandable data and clearly defined responsibilities is required. We are actively expanding our sustainability organisation, strengthening existing committees (e.g. sustainability core team) and establishing new ones. The aim is to establish a global sustainability network within our organisation. Corporate Sustainability, Health & Safety will function as the central management, connecting the expertise of employees in a variety of different corporate areas with individual measures and initiatives. This interdisciplinary approach will enable Jungheinrich to integrate sustainability into all decision-making processes and to shape them with a holistic perspective. Detailed and comprehensive data management is vital for this undertaking, and digitalisation and artificial intelligence will play important roles.
- **Employees and societies:** Our employees are the foundation on which our success rests. They are the face of the company and their conduct determines our corporate character. Jungheinrich is committed to providing a healthy and safe environment for our employees to work efficiently around the world. We are therefore continually refining our work safety principles and defining central programmes and initiatives in the field of safety and health management.

We want to be the first choice for employees today and tomorrow. We offer modern and future-proof jobs. We are integrating our sustainability ideas into our corporate cultures and are using the discoveries made during the coronavirus pandemic by implementing forward-looking working methods into our company.

We thrive on the ideas, thoughts and visions of our employees, have many discussions and stand united behind the decisions we make. We are convinced that diversity can lead to balanced decision-making processes that can improve the overall performance of our company due to the variety of points of view. We are also committed to increasing the number of female managers in our company. We have set ourselves the target of increasing the share of female managers to 18 per cent by 2025.

Living by our values of respect, tolerance and equality is very important to us at Jungheinrich. We work together with our employees every day to create a culture of collaboration that puts these values at the core of everything we do.

- **Sustainability in the Jungheinrich brand:** We want to create sustainable values for all of our stakeholders. We aim to achieve this by ensuring that sustainability principles are observed in the development and production of Jungheinrich products, solutions and services. Our new campaign “We are intralogistics pioneers” underscores our dedication to innovations focusing on sustainability, automation and electric mobility. We want to show that sustainable business models and innovation go hand in hand. Strategy 2025+ forms our framework for this and defines the standards for sustainable business at Jungheinrich. The decision to go carbon neutral is a milestone that will impact on our company and our ambitions.

Plus, we are adding the cooperation with our new brand ambassador, Nico Rosberg. The former Formula 1 race driver is one of the founders of the GreenTech Festival, a global platform for future technologies in the areas of mobility, nutrition, agriculture, finance, fashion and energy. Since retiring from Formula 1, Rosberg has been a prominent advocate of electric mobility and sustainable entrepreneurship. With this collaboration, Jungheinrich is underscoring its global position as a sustainable company that is a driving force behind innovations in green technologies and supports its customers in becoming climate neutral. Our sustainable portfolio is one of the tools we use to ensure that we are the partner of choice for our customers.



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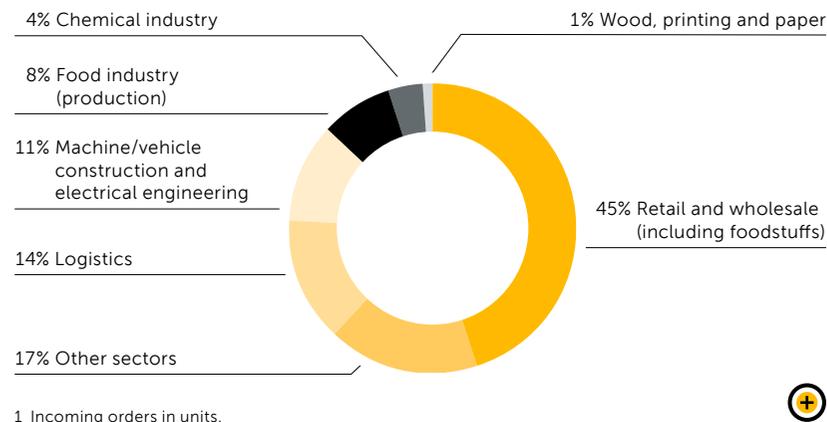
We believe the close exchange with various stakeholder groups is an important part of our understanding of sustainability and our business model. Our customers show us directly what the markets expect from us, how we can support them with their sustainability targets, and what their demands are. Topics like corruption, occupational safety, the environment, energy and transparency in the supply chain are becoming increasingly relevant. We actively encourage this communication. We also maintain contact with other stakeholders via direct discussions, online platforms, surveys and events. To this end, we are able to increase satisfaction in stakeholder groups and create long-term relationships. To achieve this aim, we exchange information with a range of public and private institutions and other companies.

Stakeholders are weighted according to the relevance of their business operations to Jungheinrich. This includes those who have direct contact with our products, those affected by processes at our locations or those who have any other connection to our company. The most important stakeholder groups for Jungheinrich are therefore: customers, employees, shareholders, competitors and associations.

BUSINESS MODEL AND CUSTOMERS

The integrated business model encompasses the development, production and sale of new material handling equipment and the planning and realisation of automatic systems, the short-term rental of new and used material handling equipment, the reconditioning and sale of used forklifts and after-sales services. Jungheinrich also supplies stacker cranes and load handling equipment. In addition, customers receive their entire factory and office equipment from a single source. The material handling equipment consists almost exclusively of battery-powered forklifts. In addition to electric engines and drive controls, Jungheinrich also manufactures matching lithium-ion batteries and battery chargers. Almost all of our trucks are available with a lithium-ion battery. Digital products, such as the Jungheinrich warehouse management system (WMS) and the fleet management system, based on the latest generation of the Jungheinrich IoT platform in the cloud, complement our portfolio. Combined with a comprehensive range of financial services, Jungheinrich is pursuing the goal of creating sustainable value.

CUSTOMERS BY SECTOR¹



RESPONSIBILITY AND VALUES

We not only feel obliged to take responsibility for social issues – it is a part of our corporate philosophy. We therefore support charity initiatives and promote the education of young people. With our commitment, we make an important contribution to society. We also believe that good corporate governance involves not merely fulfilling legal requirements and internal regulations but exceeding them. Our compliance management system and well-trained employees are crucial to achieving this.

**DEALING WITH THE CORONAVIRUS PANDEMIC
AND KEY MEASURES**

2021 was again significantly marked by the global course of the coronavirus pandemic and its impact on almost all areas of life. Handling the pandemic, which has been impacting the company's everyday business since mid-January 2020, has also been a great corporate challenge for Jungheinrich.



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At the same time, it has become clear that with our products, solutions and services, such as our after-sales services, we are making a significant contribution to ensuring primary care for the population during this extraordinary time and can therefore be seen as system critical. For example, our forklift trucks are used to operate the distribution warehouses of the food retail and pharmacy trade, as well as in the distribution of vaccines. They ensure the smooth flow of goods in the distribution centres as well as in the local markets.

Protecting the health of our employees and ensuring the ability to deliver to our customers remain Jungheinrich's top priorities. Jungheinrich has therefore adopted and implemented extensive measures to protect employees from infection:

– **Establishment of crisis teams**

Since March 2020 we have set up crisis teams throughout the Group. These teams analyse the local situation, provide advice on next steps and determine what measures are necessary. The crisis teams are staffed with members of the central administrative departments (such as Corporate Human Resources, Corporate Procurement, CE & Customs, Facility Management, Sales, Technical Procurement and Technics) and occupational safety specialists, among others. When selecting the members of the crisis team, care was taken to ensure that the relevant employees were selected and trained as well as possible. The crisis teams again actively and continually provided information for the workforce during the reporting year and initiated adjustments and additions to the measures already in place whenever the rules changed.

– **Continual expansion of existing occupational safety and hygiene concepts**

In the course of the coronavirus pandemic, all existing hygiene and occupational safety concepts were expanded depending on the situation in order to meet the pandemic-specific requirements of the law and the supervisory authorities. The implementation of these concepts is reviewed regularly. In addition, all employees are regularly and comprehensively informed about all updates of these concepts and resulting codes of conduct, and their compliance is required. Communication takes place in such a way that the entire workforce is reached in the best possible way, in particular through personal contact by managers, publications on the intranet and in the Jungheinrich employee app, by passing on information via e-mail and by posting physical notices. In addition, external staff and external companies, such as suppliers, are informed about the regulations we have in place to deal with the pandemic.

– **Risk analysis of workplaces**

Workplaces throughout the Group were inspected and risk assessments were carried out, if necessary with the participation of the occupational safety specialist, the works council and the company doctor. Subsequently,

among other things, a maximum occupancy was defined and prescribed. Where necessary, all workplaces were adapted to the applicable distance and hygiene regulations.

– **Measures for activities with increased risk of infection**

An examination was carried out of which activities or areas are or could be at increased risk of infection within the framework of the risk assessments described above. Activities and areas with an increased risk of infection were identified and marked. In relation to these activities, additional measures were taken to ensure the health of the employees concerned, such as the provision of disinfectants and medical masks.

– **Testing and vaccination provided by the company**

Jungheinrich decided to procure lateral flow tests and roll out a comprehensive testing concept back in September 2020. Since the beginning of 2021, rapid antigen tests have been procured throughout the Group. A corporate testing concept was adopted in April.

At the end of 2020, the Group crisis team resolved on a voluntary vaccination concept for Jungheinrich. Sufficient vaccines have been available since June 2021, which has allowed our company doctors to perform vaccinations. At the same time, company doctors or local doctors administered vaccinations at our German locations. In addition to first and second doses of the vaccine, Jungheinrich employees were also being offered booster vaccines at the end of the fourth quarter of 2021. These offers were very popular with our employees.

SOCIAL COMMITMENT

With Strategy 2025+ we have set ourselves the goal of creating sustainable values. Taking social responsibility is not just an obvious societal convention for us, but rather an integral part of our canon of values. We provide long-term support for initiatives and projects that match our corporate philosophy and our core skills, such as education and charity projects. All activities – both national and international – are coordinated at the Group headquarters in Hamburg. Individual Jungheinrich locations also support local initiatives.

Jungheinrich has had a long-standing partnership with the German medical aid organisation action medeor e. V. since 2012 [www.jungheinrich.com/en/responsibility/social-responsibility/action-medeor]. As the "world's emergency pharmacy", action medeor has been committed to sustainably improving the health of people living in the world's poorest regions since 1964. In addition to donating money and supplies, we also help with our expertise in intralogistics. With Jungheinrich's support, the organisation has established multiple drug storage facilities in Tanzania and Malawi and expanded its storage facilities at the action medeor



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headquarters in Tönisvorst, Germany. In the past year, we provided financial support for a project to construct a multi-purpose building for medical technology training, also in Tanzania, as well as other projects. We also provided support to the humanitarian relief efforts in Haiti, which were necessary due to earthquakes and flooding, and in Afghanistan due to the political destabilisation and the refugee situation in the country.

In addition, Jungheinrich employees collect donations regularly as part of the company's internal "Donate your Pennies" campaign. With this voluntary programme, employees can donate the change behind the decimal point from their monthly pay. The money is then donated to charity projects chosen every year. The total amount raised by the end of the year is doubled by the company and donated, including the tax benefit, to action medeor. In addition to Germany, Jungheinrich companies in Austria, Italy, Portugal and Spain also participate in this campaign. Our Donate your Pennies campaign allowed us to contribute to the coronavirus emergency aid measures in Tanzania as well as train medical personnel in the Democratic Republic of the Congo in 2021.

In the past year, Jungheinrich and Die Arche – Christliches Kinder- und Jugendwerk (a Christian charity for children and youths) reflected on a decade of charitable cooperation in Hamburg-Jenfeld. The charity's objective of improving the lives of children and young people is close to our hearts at Jungheinrich, and we therefore regularly donate both money and other resources to various projects and volunteer our time. In winter last year, a group of trainees and apprentices again got stuck in to help with ARCHE's annual St. Nicholas Day activities and packed gift boxes for a number of children in the district of Jenfeld in Hamburg. Jungheinrich donated money to a extracurricular educational activity project. As a result of temporary school closures during the coronavirus pandemic, the need for these type of projects has risen exponentially.

In addition to our long-term partnerships, Jungheinrich also provides support in emergencies. We provided aid quickly and directly through a number of channels last summer when the destructive floods hit in various parts of North-Rhine Westphalia and Rhineland Palatinate, which even affected some of Jungheinrich's customers and employees: We sent daily shipments of cleaning materials and disinfectants, clothing donations from Jungheinrich employees, our after-sales service technicians volunteered their weekends to repair vehicles, and we provided leasing equipment for clearing and harvesting work free of charge. We also donated €100,000 to Aktionsbündnis Katastrophenhilfe (a disaster relief charity) and made other monetary donations to local organisations in order to support the people affected by the floods.

FOLLOWING THE RULES AND REGULATIONS

Jungheinrich's business model is based on the responsible and ethically proper conduct of all people who work for the company. Only then can Jungheinrich's customers, suppliers, employees, shareholders and all other stakeholders perceive and respect us as a reliable partner. We have introduced organisational structures and processes that we continually develop. We ensure compliance with laws and regulations through:

- A compliance management system with clear responsibilities for all of our locations,
- a Code of Conduct as an integral part of our Group compliance guidelines that is binding for all employees, including members of Jungheinrich's Board of Management and the Supervisory Board,
- a whistleblowing system ("Jungheinrich OpenLine") where open questions and breaches of rules can be addressed personally or anonymously,
- group-wide compliance training for all employees that takes place at on-site events or through our internal LMS (Learning Management System) platform "CAMPUS".

In recent years, no significant official investigations have been launched against Jungheinrich or its managers/executive bodies that have resulted in fines.

Consistent Code of Conduct

Jungheinrich's guidelines, binding regulations and standards are made centrally available to all employees including guidelines on dealing with issues relevant to compliance. These guidelines outline the procedure for dealing with suspected or actual violations of legal requirements or internal regulations. These guidelines include the Code of Conduct, which is applicable throughout the company and requires all employees to observe legal regulations and standards. The main topics covered in the Code of Conduct are anti-corruption, competition law and data protection among others, which are also some of the most important legal fields for Jungheinrich. A fully revised version was made available on our intranet for employees and on the internet for external third parties in 2020 [www.jungheinrich.com/en/compliance].

Informational events on compliance

To encourage proper and appropriate conduct amongst our employees, Corporate Compliance, Audit & Data Protection holds training courses for employees on site. In 2021, there were 25 compliance briefings (2020: 13). In addition to on-site events, Jungheinrich has also made various compliance e-learning modules available through our Jungheinrich learning platform



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“CAMPUS” for a number of years now. These modules are available to the entire Group. In principle, all employees are regularly trained in various ways. We aim to continuously expand the training approach and also track training success. The course content includes competition law, data protection, anti-corruption, information security and our Code of Conduct. These basic compliance training courses were again rolled out to all employees Group-wide who are able to use “CAMPUS” in September 2021. Training materials that fulfil the needs of employees who do not have direct access to computers and thus “CAMPUS” were made available for on-site training courses.

We provide information and seek to raise awareness among our entire workforce about compliance principles in various risk areas. The information regarding anti-corruption and competition law is also specific to individual target groups. The production plants and sales locations also organise more in-depth informational events with topics relevant to the location. We also expect our business partners to adhere to our compliance regulations and we have provided training for them via “CAMPUS” since 2019. In addition, we regularly notify our Supervisory Board of compliance-relevant issues.

Assessment via Corporate Audit

As a rule, all potential cases of suspected statutory and/or internal regulation breaches are initially reviewed by the Chief Compliance Officer and the head of the central Compliance department. Further steps are taken if necessary, such as the performance of document audits, interviews and disciplinary measures. No corruption cases were reported in the year under review (2020: 0).

In order to prevent corruption, all Jungheinrich locations are audited by Corporate Compliance, Audit & Data Protection for risk indicators on a revolving basis. A standard part of the process is checking documents and financial transactions. Due to the coronavirus, the audits originally planned for 2021 could again only be carried out partially or in an adjusted form. In order to protect our employees, the audit plan was changed accordingly and focused on audits that could be carried out either purely online or in a hybrid fashion. In the 2021 reporting year, five audits were conducted (2020: 12).

Clearly defined reporting channels – in person or anonymously

We are committed to providing firmly defined, clearly communicated Group-wide reporting channels for all issues concerning compliance topics and suspected violations. A hotline (“OpenLine”) has been set up to supplement the established reporting channels, i.e. reporting to a direct supervisor, local personnel manager or compliance officer and/or the central compliance team. The hotline number has been communicated to the entire Group and

the number has also been made available on our website for notifications from external people since 2019. [www.whistle-blow.org] This additional reporting channel provides employees and external third parties with another means to report potential compliance topics to a service provider and anonymously receive information regarding the correct conduct. In light of the rising legal requirements for whistleblowing and our corporate due diligence obligations within our supply chains, we began examining existing notification options for information and complaints and identifying development possibilities.

High data protection standards

Complying with privacy rights and protecting company secrets are crucial to Jungheinrich. We have guidelines in place to ensure that protection standards are maintained and legal regulations, in particular EU General Data Protection Regulation (GDPR), are observed when handling private data. In addition, responsibilities are regulated to ensure our standards are met.

We also place the same high expectations on our suppliers and sales partners when it comes to compliance and data protection. Aside from ethically correct conduct, we also expect suppliers and sales partners to adhere to standards that are comparable to the standards we have defined for ourselves. This includes guaranteeing the basic principles of free and fair competition, ensuring data is protected, and preventing corruption. That is why we have integrated these points in our general supplier agreements and require explicit confirmation that the relevant laws and provisions will be observed.

Sustainable procurement

We aim to bring successful products to market alongside our suppliers. The best prerequisite for this is a long-term collaboration based on partnership. A careful selection of suppliers is the basis for guaranteeing our outstanding product quality.

Before a manufacturer becomes a Jungheinrich supplier, it has to meet approval criteria that are consistent throughout the entire Group. The supporting pillars here are the Supplier Code we developed and the Supplier Manual. These documents set out all the requirements that Jungheinrich places on its contractors in terms of sustainability and the way they work together.

In 2021, we integrated sustainable procurement even further into our processes, the organisation and with our main suppliers. Both existing and new suppliers have been risk-classified with regard to environmental, economic and social criteria since 2019. Depending on the supplier risk category, measures are defined that can range from acceptance of the “Supplier Code” referred to above to the performance of self-assessments and internal or external audits.



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Among other things, this classification takes into account the type of goods supplied or services rendered, as well as the revenue generated with the supplier concerned. The basis for this is our risk analysis, for which we classified products from more than 250 commodity groups by their sustainability. This enables us to focus on the most important suppliers.

In order to implement the concept in the supply chain, supplier qualification and procurement processes were adapted. The key suppliers now undergo a sustainability self-assessment, which we carry out with the support of the Integrity Next platform. Up to the current reporting year, more than 700 suppliers have participated since the assessments were launched. These suppliers represent more than 75 per cent of our global purchasing volume. We have derived a target from our Group strategy of procuring at least 80 per cent of the relevant purchasing volume from sustainable suppliers by 2025. To monitor this target, we have introduced the key figure "Sustainable spend".

The contents of the assessment are:

- Anti-corruption and anti-bribery
- Occupational safety
- Energy management
- Conflicts of interest
- Human and labour rights
- Environmental protection
- Responsibility in the supply chain

The results are analysed and evaluated by company internal experts. Based on this, further measures may be agreed upon with the departments responsible.

As an example of a supplier profile, you can take a look at the Jungheinrich profile on Integrity Next [www.integritynext.com].

We are aiming to take a closer look at sustainability aspects in the supply chain. This also means integrating the tighter requirements of the Act on Corporate Due Diligence in Supply Chains into the supply chain and making the appropriate adjustments in our internal processes. Sustainable procurement is an integral part of the sustainability strategy developed as part of Jungheinrich's Strategy 2025+. The first measures that we have taken here are sustainable procurement training sessions for our purchasers and targets for our department heads in technical and non-technical purchasing.

PRODUCT DEVELOPMENT, QUALITY AND SAFETY

At Jungheinrich, product responsibility means supplying high-quality, safe products and services. We therefore set the highest safety standards. Ongoing process optimisation and the introduction of new technologies are commonplace in our working day. We aim to protect our customers to the best of our ability from any possible harm they may come to when using our products. We also aim to provide the latest technology to the benefit of our customers.

HOLISTIC QUALITY MANAGEMENT

Jungheinrich has adopted a systematic approach to quality management. Our development projects, for example, have to reach set milestones at which certain quality criteria are checked.

A crucial element of developing safe products is to consider and fulfil external and internal stakeholder demands. This can be achieved by taking a comprehensive view of all relevant areas from the product's development to use phases.

Our production plants in Norderstedt, Lüneburg, Moosburg, Degernpoint, Landsberg, Dresden, Gyöngyös (Hungary) and Qingpu (China) all work with an ISO 9001-qualified quality management system to ensure that we are ideally positioned from a quality standpoint.

All of our production plants systematically check parts that are purchased during an incoming goods inspection. If there are any abnormalities, the inspection cycle is automatically intensified. We observe suppliers' performance based on performance indicators such as timeliness and quantities rejected which are regularly verified. Our long-term target is to help our suppliers develop to the point that the scope of checks on incoming goods can be further reduced. We have adopted a preventative approach to achieve this.

Central Operations, Corporate Quality and Technical Procurement work closely together to achieve Jungheinrich's key strategic goals. A centralised quality organisation standardises processes and defines the consistent quality levels expected of suppliers.



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Set standards for in-house production

Jungheinrich is synonymous with quality – that is why we have the highest standards in all production areas. We have clearly defined quality standards, particularly when it comes to producing and assembling parts or components that are designed to ensure security and/or functionality. One of our most important manufacturing processes is welding, for example: it is crucial to our products' load-bearing structure, such as the truck frame or lifting frame. We take full responsibility for this. The inspection of welding joints is a fixed step of the manufacturing process at every Jungheinrich production plant and at defined intervals in the laboratory (destructive testing).

We regularly check that our welding quality standards – such as welding joint inspections – meet the ISO 3834-2 standard as part of our plant-specific welding management systems.

In the area of production, we also rely on innovative possibilities to standardise processes and procedures. For example, the inspection of relevant truck and equipment features is carried out via a digital application that provides employees with the necessary information on mobile devices. This means that checklists are paperless and can be provided and processed individually. If problems or deviations are detected, these can also be recorded on mobile devices and directly addressed to the appropriate internal or external departments for troubleshooting.

Material Compliance

Alongside the usual topic of quality management, we took a close look at the requirements for our products in terms of critical materials and relevant regulations in 2021. As part of our comprehensive material compliance project, we are working on a central approach to cover development process requirements and safeguarding the procurement, availability and assessment of information.

The aim of introducing a new IT system is to deliver a transparent presentation of material compliance information.

COMPREHENSIVE CONTROL MECHANISMS

The passing of control points after every important manufacturing step is standard procedure in the production plants. In prefabrication, there are a number of control points where random geometry checks are performed along with the normal inspections that the employees carry out. Along with safety-relevant functionalities, such as braking, steering, lifting and driving, product quality is also checked thoroughly during and at the end of assembly. Random checks are performed here, too, where issues such as structural stability of the truck

are examined and, in addition, regular, comprehensive audits take place, which are performed by quality assurance in cooperation with the development, after-sales services and production departments. Components relevant to safety and functions, such as lifting frames, are thoroughly tested at workstations specifically designed for this purpose.

Systematically recording, evaluating and analysing errors in all production areas caused by the company or third parties allows for continual improvement, which is tracked by performance indicators.

PROACTIVE APPROACH TO STANDARDISATION PROCESSES: A STRATEGIC TASK

Jungheinrich considers being proactive in standardisation and association processes an important strategic task. Standards and guidelines provide legal clarity, for example, by defining central safety requirements for material handling equipment. This enables us to minimise risks of error and prevent accidents. Applying standards also facilitates export and ensures level playing fields between suppliers. Common standardisation processes also enable standards to be checked for practical application and product optimisation to be achieved in research associations.

Standardisation processes are an important basis for increasing our products' safety and reliability even further. The standardisation processes are therefore a vital element of CSR at Jungheinrich. Adhering to standards ensures our products' user-friendliness and also covers aspects of work safety. For instance, we were involved in the further development of the EN ISO 3691 series of standards¹. Adhering to all laws and standards relevant to safety issues (such as the machinery directive, EMC Directive² and complying with internal ergonomic and safety requirements) are obligatory at Jungheinrich at all stages – starting with product development.

The many trade associations of which Jungheinrich is a member include Verband Deutscher Maschinen- und Anlagenbau (VDMA – Mechanical Engineering Industry Association) and European materials Handling Federation (FEM). Jungheinrich continues to send experts to DIN standardisation committees (German Institute for Standardisation), European standardisation bodies (CEN/CENELEC), and bodies of the globally active International Organization of Standardization (ISO). In addition, Jungheinrich provides support to VDI (Association of German Engineers) in creating its guidelines.

¹ Material handling equipment safety.

² Directive 2014/30/EU regarding electromagnetic compatibility.



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WE HAVE AN EYE ON OUR TRUCKS EVERYWHERE

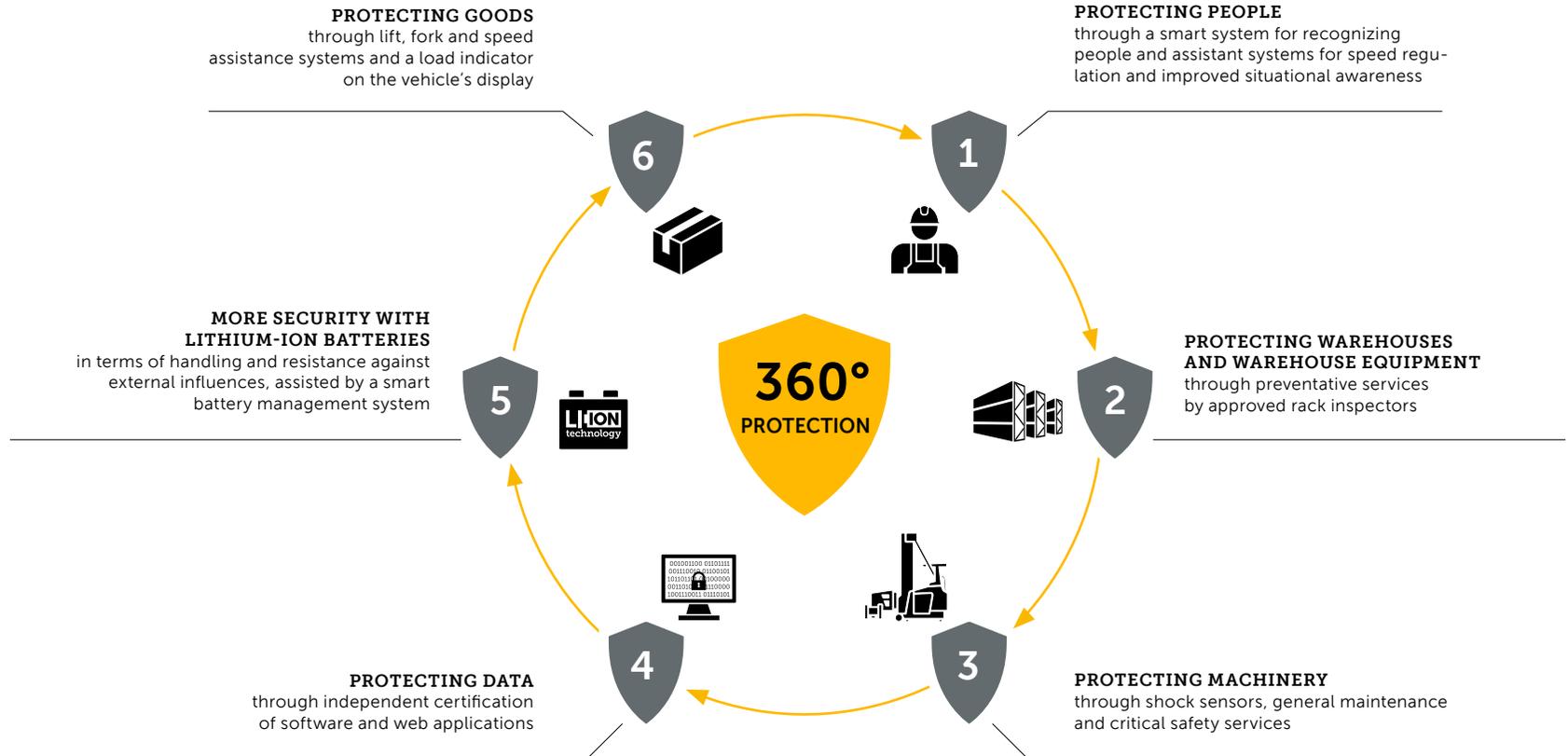
The direct sales organisations with their own after-sales services in 40 countries represent an important aspect of the Jungheinrich business model. The dense service network ensures both permanent market observation and direct on-site support for our customers – the basis for our maximum reaction speed in the event of product disruptions.

We closely evaluate the service reports of our after-sales service technicians with system support and determine optimisation measures to improve safety and reduce downtimes for our products. Jungheinrich has established responsibilities for problem reporting, mistake analysis and solution finding in

a binding process that is valid across the Group. We use the transparency and evaluation of the data to the best of our ability to recognise mistakes in time and use corrective measures to prevent them in series and in trucks already in service depending on the case. Our proven processes also take effect in the event of accidents involving a Jungheinrich product. The evaluation of incident reports shows that the majority of accidents are caused by incorrect handling of the product, for example when taking on loads or by problems in the storage facilities' organisation.

A whole number of solutions help make our products safer. Our 360-degree protection provides an overview of how we protect people, goods, warehouse equipment, machinery and data.

360° PROTECTION



EMPLOYEES

Our employees are the foundation on which our success rests. We believe that being a good employer as a company means encouraging employees to identify with the company and its targets. A family-friendly work environment, active promotion of health and positions with personal responsibility and good prospects form the foundation of our endeavours to create a successful and motivated team.

JUNGHEINRICH AS AN EMPLOYER

Globally present, but locally connected: Even as a Group with more than 19,000 employees in Germany and abroad and exponential growth over the last few years, Jungheinrich has managed to retain the character and advantages of a family-run company. This is especially reflected in the way we treat our employees. Our corporate values of courage, innovation, trust, passion and entrepreneurship are based on reciprocity.

Our unique attitude towards leadership, based on the deepest trust in our employees, has always characterised Jungheinrich. Our company founder, Dr Friedrich Jungheinrich, summarised this attitude with only three words: "Go for it!". With this catchphrase he encouraged his employees to try out their suggestions and ideas, and be active members of the company. We have translated and future-proofed this message in our management guide, the "Jungheinrich Way". With the project "Future of Work@Jungheinrich", we are laying the foundations for our future collaboration, always with the aim of remaining a constantly attractive employer.

All employees contribute to our overall success with their dedication. Outstanding products and a highly skilled team make Jungheinrich a secure and attractive employer over the long run. Our average period of employment of around ten years¹⁻⁴ and low employee turnover demonstrate loyalty and attachment to Jungheinrich. The international turnover rate is 5.3 per cent²⁻⁶ (2020: 3.7 per cent). In absolute terms, this equates to 970 employees leaving the company^{1-3,6,7} (2020: 672). The increase in departures initiated by employees is due to better labour market conditions in comparison with the previous year, which was dominated by the outbreak of the coronavirus. Nevertheless, this figure remains below the pre-coronavirus levels. Overall, the number of employees has increased by 1,000 compared with the previous year, to 19,103.

Gaining and retaining skilled employees

Society's changing attitudes in favour of sustainability, along with the demographic changes and increasing lack of qualified employees mean that we face

continual challenges when it comes to gaining the most talented candidates for our company. We aim to fulfil employees' expectations regarding personal development and work-life balance to the best of our ability. Flexible working-time models, company pensions and training offers – but most of all our excellent working atmosphere – are the incentives we use to increase employee loyalty and recruit new employees. That we aim for long-term relationships is shown in the fact that 98.2 per cent of employees have permanent contracts^{4,8} with Jungheinrich (2020: 98.7 per cent).

International trainee programme

A total of 20 new trainees joined our "Jungheinrich International Graduate Programme" (JIG) for junior managers in 2021. Young master graduates have joined us from nine countries. In addition to the countries that have supported our programme for a number of years (Italy, China, Spain, France, England and Germany), we have gained three new countries: Thailand, Romania and Turkey. Both of our trainee classes had a successful start and are looking forward to the international collaboration.

EMPLOYEES BY REGION AND GENDER

	FTE 2021 ^{4,8}	Headcount female ¹⁻⁴
Germany	7,995	1,522
France	1,204	265
Italy	1,099	283
United Kingdom	781	123
Poland	597	140
Russia	576	129
Rest of Europe	4,721	858
China	877	213
Other countries	1,703	343
Total	19,103	3,876

- 1 Number of employees excluding temporary agency workers, apprentices and trainees.
- 2 Abroad excluding MIAS USA, MIAS Holding Asia, JFS United Kingdom, JFS Spain and JFS Italy as the companies have fewer than ten employees.
- 3 Germany excluding arculus GmbH, as the company only joined the Jungheinrich Group in November 2021.
- 4 As of: 1 December of the respective reporting year.
- 5 Average number of employees excluding temporary agency workers, apprentices and trainees.
- 6 Fluctuation refers to voluntary departures.
- 7 Correct at: 31 December of the respective reporting year.
- 8 Employees in FTE including apprentices, excluding temporary agency workers and trainees.



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WHAT WE OFFER OUR EMPLOYEES

Broad spectrum of career development opportunities

With our extensive training offers that are often not only job specific, we aim to actively encourage all employees to develop themselves further. Annual feedback reviews with managers are another step in ensuring the diligent development of employees. We are particularly appreciative of our employees' willingness to constantly learn and develop themselves further. The Jungheinrich Training Centre at the Norderstedt site has covered the business' specific training and further education needs for a number of years. This allows us to ensure that our employees are qualified according to our needs. A team of trainers, advisers and experts in digital learning and training management ensure employees receive lasting success in learning.

In 2021, a total of 6,637 participants (2020: 3,128) attended training courses at the training centre. In-person training courses were again largely cancelled due to the coronavirus. Many elements of the training courses are digitalised, and the expansion of digital content is being driven forward strategically. However, there is no intention to fully move away from traditional in-person training, as certain training measures require the physical presence of trainers, participants and trucks.

Committed to health

2021 again presented us with very special challenges with regard to the health of our employees. Independently of the comprehensive measures we had to take to protect our employees in the reporting year due to the coronavirus pandemic, we always care deeply about the health of our workforce. Our primary goal is and remains helping employees maintain their health and improve it in certain areas. Our employees' health ratio stands at 95.9 per cent (2020: 95.6 per cent)¹⁻⁴ across the Group and is thus slightly up on the previous year's level. In order to achieve this, we continuously work on optimising our working conditions at all levels. We use campaigns and initiatives to encourage our employees to follow healthy lifestyles and to promote personal responsibility. There were 464 accidents¹⁻⁵ in the workplace throughout the Group in the year under review, that is 22 more than in 2020. This equates to 14.8 (2020: 13.8)¹⁻⁶ accidents per one million hours worked. Accidents in the workplace resulted in an average of 17.3 (2020: 18.3)¹⁻⁶ lost days.

We aim to help our employees make it through the working day fit and healthy, with diverse measures and initiatives. These measures and initiatives include:

- Site-based ergonomically furnished workspaces
- Subsidised occupational health check-ups

- A varied company sports programme
- The continuation of our "Yes I Care" workshops for managers to raise awareness of health issues in their teams

We also aim to organise regular health awareness days with a specific focus. On these days, we provide employees with the opportunity to receive advice on health and nutrition; feedback on their personal health status; and tips and ideas on how to improve health from professionals. Numerous offers such as circulation and mobility checks or vaccination advice complete our health awareness days.

The majority of the initiatives mentioned above – as well as our well-attended health awareness days – could not take place in the usual way in the year under review due to the coronavirus.

EXCEPTIONAL TIMES CALL FOR EXCEPTIONAL MEASURES

As in 2020, the coronavirus pandemic again presented most people with unprecedented challenges and profound changes in their personal as well as their working lives in 2021.

For Jungheinrich as an employer, protecting the health of our employees – in addition to the safeguarding of our delivery capability – remained our top priority this year. Under the direction of the central crisis team, various preventive measures were monitored and kept in place to protect the workforce from infection.

- Mobile working from home was an option wherever possible. For work areas that could not switch to mobile working (such as production), comprehensive concepts were applied at the sites to provide the best possible protection against infection and to maintain production. These include the establishment of shift models with shift equalisation, the division of teams, initiation of extensive disinfection measures and Plexiglas screens at workplaces where no social distancing was possible.

1 Number of employees excluding temporary agency workers, apprentices and trainees.

2 Abroad excluding MIAS USA, MIAS Holding Asia, JFS United Kingdom, JFS Spain and JFS Italy as the companies have fewer than 10 employees.

3 Germany excluding arculus GmbH, as the company only joined the Jungheinrich Group in November 2021.

4 Correct at: 31 December of the respective reporting year.

5 Accidents in the workplace with at least one lost day.

6 Calculation differs from previous year: average headcount instead of reporting date.



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– The after-sales service again faced enormous challenges: In order to keep the risk as low as possible for our customers as well as for the technicians themselves, our employees were equipped with comprehensive hygiene sets (including disinfectant, surgical and FFP2 masks). Moreover, the German government’s occupational health and safety requirements have been translated into instructions for service visits (for example, disinfection of forklifts prior to service, hand disinfection following service, and tool disinfection).

– The changes to the workplace that were initiated by the coronavirus pandemic in 2020 will have a long-term impact. Within the framework of our international “Future of Work@JH” programme, the factors of our collaboration that led to success have been analysed and comprehensively evaluated. These include our IT infrastructure, workplace design and working-time models, and their impact on our collaboration and leadership. This is the foundation that Jungheinrich will use to offer employees suitable solutions for a future working world that will be increasingly characterised by virtual, mobile or “hybrid collaboration models”. We want to position ourselves as an appealing employer – now and in the future.

– The Jungheinrich Training Centre and the Corporate HR Development department were again unable to hold analogue training and further education courses. Digital concepts and online offers are now standard in order to safeguard high levels of qualification and knowledge transfer between all Jungheinrich employees long term.

As a result of the numerous protective measures that were implemented, the number of infections among Jungheinrich employees worldwide has been kept at a very low level so far. Our Jungheinrich teams in factories, at home and at customer sites have worked tirelessly to ensure that the company comes through the coronavirus pandemic well again in 2021.

EQUAL OPPORTUNITIES FOR ALL

For Jungheinrich, diversity in the workforce is fundamental to our success. It enables different perspectives, ideas and solutions to emerge within teams and as employees interact with each other. We do everything in our power to maintain and further promote an atmosphere of openness and tolerance.

In Germany, our employees come from 71 different nations¹⁻³ and have diverse cultural and religious backgrounds. Naturally our workforce also includes people with disabilities. We all work together every day to achieve our objectives. The average age of employees across the Group is 41.5 years¹⁻⁴.

It is important to us that the Jungheinrich values – the Jungheinrich Way – are a part of the Group’s international culture. Our long-term goal is to have local

managers in our companies abroad who are familiar with the local conditions and the national culture. One target of our Strategy 2025+ is increasing the number of international managers in the Group’s workforce as a result of the increased international expansion. In 2021 86.1 per cent of our managers abroad came from the country they were working in (2020: 86.0 per cent). The expertise and special intercultural skills of these employees provide a valuable and indispensable contribution to Jungheinrich’s global success.

The ratio of women to men in the Jungheinrich Group climbed against the previous year to 20.5 per cent¹⁻⁴ globally (2020: 20.1 per cent) and 19.5 per cent¹⁻⁴ (2020: 19.2 per cent) in Germany. This latter figure exceeds the last comparison figure available for the mechanical engineering sector in Germany of 16.9 per cent⁵. The share of women on the Board of Management was 25.0 per cent, and on the Supervisory Board it was 33.3 per cent. The share of women in management positions in the reporting year was 16.1 per cent. The target we have set ourselves in Strategy 2025+ is 18.0 per cent plus. Jungheinrich pays all employees a comparable salary in line with their positions. In addition, compliance with minimum wage requirements and fair remuneration in line with standard market conditions are absolutely essential for us.

HUMAN RIGHTS

Jungheinrich is committed to upholding human rights worldwide and supports nationally and internationally applicable guidelines. We demand responsible, ethical and legally compliant behaviour from our employees, customers and business partners worldwide at all times. We do not tolerate compulsory, child or punitive labour, slavery or human trafficking. Violations and misconduct lead to serious consequences. If national regulations have stricter conditions, we adhere to those. In 2021, we published the “Code of Human Rights and Occupational Health and Safety” [Code on human rights and labour protection]. This document summarises our standards with regard to working conditions. In addition to the implementation of national and international guidelines, for example the United Nations Universal Declaration of Human Rights, it also includes guidelines on safety in the workplace or the handling of personal data. The focus of all principles is on responsible, ethically impeccable, legally compliant and sustainable behaviour. Ultimately, Jungheinrich’s goal is to create value sustainably and uphold ethical principles.

1 Number of employees excluding temporary agency workers, apprentices and trainees.
2 Germany excluding arculus GmbH, as the company only joined the JH Group in November 2021.
3 Correct at: 1 December of the respective reporting year.
4 Abroad excluding MIAS USA, MIAS Holding Asia, JFS United Kingdom, JFS Spain and JFS Italy as the companies have fewer than 10 employees.
5 According to the German Federal Employment Agency and the German Federal Statistical Office (as of 31/12/2020 – latest available value).

ENERGY, ENVIRONMENT AND CLIMATE PROTECTION

Ranked among the world's leading intralogistics solution providers, we have a great responsibility in terms of the environmental impact of our products and business activities.

Our goal of becoming a climate-neutral company is ambitious and requires careful preparation. For this reason, Jungheinrich will systematically monitor the remaining CO₂e emissions that are harmful to the environment with a view to our company, products and services. On this basis, we will develop a climate strategy that defines clear measures that will enable us to systematically reduce our CO₂e emissions further. And we are already undertaking a number of activities to reduce our CO₂e emissions. An important milestone towards climate neutrality is the transition at our company locations to electricity that comes entirely from renewable energy sources. We were able to complete this transition at our German locations in 2021. All other locations will be transitioned gradually in line with the possibilities open to us in the respective countries. Our production plant in Norderstedt is now also using CO₂e-neutral district heating. As a result, we have logged no indirect emissions (Scope 2) at our German locations in 2021. We are also implementing measures along the supply chain and downstream, in addition to directly within our company and for the manufacture of our products. In future, Jungheinrich will offset the unavoidable residual CO₂e emissions with certificates from selected, accredited projects. The quality and effectiveness of the offsetting service are of primary importance to us. Therefore, we will only offset our unavoidable residual emissions with projects that are implemented and certified to the highest standards.

ENVIRONMENTAL IMPACT OF OUR PRODUCTS

We are improving the meaningfulness of our product life cycle assessments

Jungheinrich has been a pioneer in the field of electric intralogistics since the company was founded. In 1953, we brought our first electric forklift truck, "Ameise 55", onto the market. Now, more than one million electric trucks from Jungheinrich are in use around the world. Nearly all the forklifts we sell are battery powered.

We have used our many years of experience and our unique expertise in electric mobility to constantly improve the efficiency of our products and make them more environmentally friendly. In 2010, we became the first manufacturers of material handling equipment to create product life cycle assessments for a

cross-section of our products that are DIN EN ISO 14040/14044 certified by TÜV Nord. So far, the product life cycle assessments have focused specifically on the CO₂e efficiency of our products in the manufacturing, deployment and reconditioning stages. In future, we will improve the meaningfulness of our life cycle assessments even further. In addition to determining CO₂e emissions, we will take other relevant environmental factors into consideration and analyse the various life cycle phases more thoroughly.

Based on our data so far, which will become even more precise in future, we have been constantly improving the energy efficiency of our trucks, sites and processes since 2010. Thanks to the various technological milestones we have achieved, we have been able to drastically reduce our CO₂e emissions. One of these milestones was the introduction of high-frequency charging technology and fourth-generation alternating power technology. Lithium-ion technology has also enabled us to develop completely new truck concepts that significantly increase warehouse efficiency and material efficiency in the product due to their space-saving dimensions, which in turn allows our customers to reduce their energy costs and the associated CO₂e emissions considerably.

Used forklifts – a sustainable business field

In addition to manufacturing more efficient products, we are gradually expanding the range of used equipment offered by our JUNGSTARS. Thanks to the high quality of our products, we can directly reuse a large part of the materials used and thus actively drive all three pillars of sustainability. We create attractive jobs, securing them and our economic performance with a diverse range of business fields. In addition, the reconditioning of used trucks requires far fewer materials and much less energy. All in all, the reconditioning plant in Dresden achieves a reuse ratio per truck of almost 94 per cent. With this figure, Jungheinrich is setting a high benchmark for circular economy processes in intralogistics, and providing the sector with especially sustainably reconditioned trucks.

Frames, engines, motors, hydraulic components, lifting frames, protective driver roofs and drive and steering shafts are some of the parts that are refurbished. This reconditioning results in reductions of around 80 per cent in CO₂e compared to new production. We also guarantee correct and environmentally friendly disposal of fuels and trucks that are at the end of their life cycles. This means our products are virtually fully recyclable at the end of their life cycles.

Jungheinrich opened its second site for reconditioning used equipment in Ploiești, Romania, at the beginning of 2022. This will allow Jungheinrich to increase its capacity for reconditioning trucks by 25 per cent by the year 2025.



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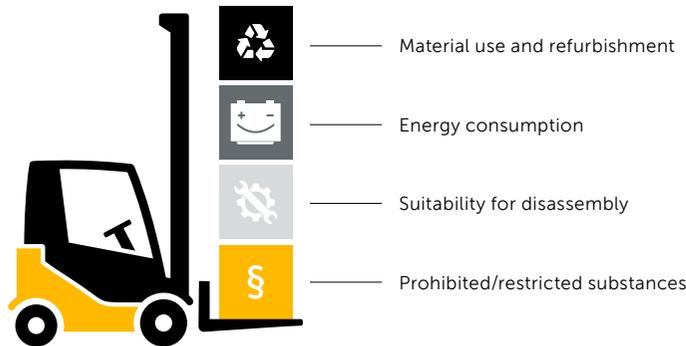
REFURBISHED USED EQUIPMENT in units



Ecological design – considered from the very start

Sustainability plays an important role at Jungheinrich throughout the entire product life cycle; it is taken into account using ecological design criteria right from the new product design phase. We include all relevant areas when developing our material handling equipment. The environmental compatibility assessment during the product development phase allows us to exhaust the energy and resource efficiency potential for each product right from the beginning. Defined milestones ensure that the ecological design criteria are recorded, evaluated and implemented, including:

ECOLOGICAL DESIGN CRITERIA



Our materials

The main components of material handling equipment are steel and grey cast iron¹. Another important component, particularly for Jungheinrich, is the battery, because our product portfolio consists virtually completely of electric material handling equipment. The majority of batteries that we fit are currently still lead acid batteries. These are virtually completely recyclable and can be reused in new batteries, which is why we mostly use batteries with recycled lead.

Lithium-ion batteries

We continue to see great potential in lithium-ion technology. This is why this technology is one of the focal points of our current research and development work for electric power. In 2011, we already became the first manufacturer to launch a series-produced truck with a lithium-ion battery on the market. In 2019, we established the JT Energy Systems company together with Triathlon Holding GmbH to increase the production capacity for lithium-ion batteries. By 2025, we want to have achieved a lithium-ion battery equipment ratio for our trucks of over 70 per cent. We are also continually developing our business model – for example, with the right short-term rental options and guaranteed battery returns. In addition to the batteries' use in Jungheinrich trucks, we see great growth potential in our holistic energy solutions in new fields of application (Jungheinrich Powertrain Solutions). Here, we also make our batteries and expertise in the field of energy systems available to other manufacturers, including those in the construction and agricultural machinery industry, thus driving electric mobility forward across sectors.

Even though lithium-ion batteries have a very long service life, options for recycling them play a major role. Lithium-ion batteries partly contain rare-earth elements, and lithium itself is a key raw material. JT Energy Systems gives used batteries a second life and installs used Jungheinrich lithium-ion batteries in highly flexible battery storage systems. One of Germany's most efficient plants with a peak performance of 25 megawatts will be constructed in the state of Saxony in 2022, to support the production of CO₂e-neutral batteries. Here, too, we show that responsible use of resources is possible and that we can apply the principles of a circular economy to our products.

ENVIRONMENTAL IMPACT OF OUR COMPANY

As a manufacturing company, Jungheinrich relies on various energy sources. The main types of energy used by our production sites are natural gas, heating oil, diesel, petrol, electricity and district heating. By transitioning to green electricity at all locations in Germany and using CO₂e-neutral district heating at the Norderstedt location, we were able to significantly reduce the impact our operations have on the environment. We produced no Scope 2 emissions in Germany in 2021². Other countries where we have direct sales companies (such as Austria and Spain) have also switched to green electricity. Units that have not

¹ Grey cast iron is an iron-carbon alloy.
² Excluding externally charged electric trucks.



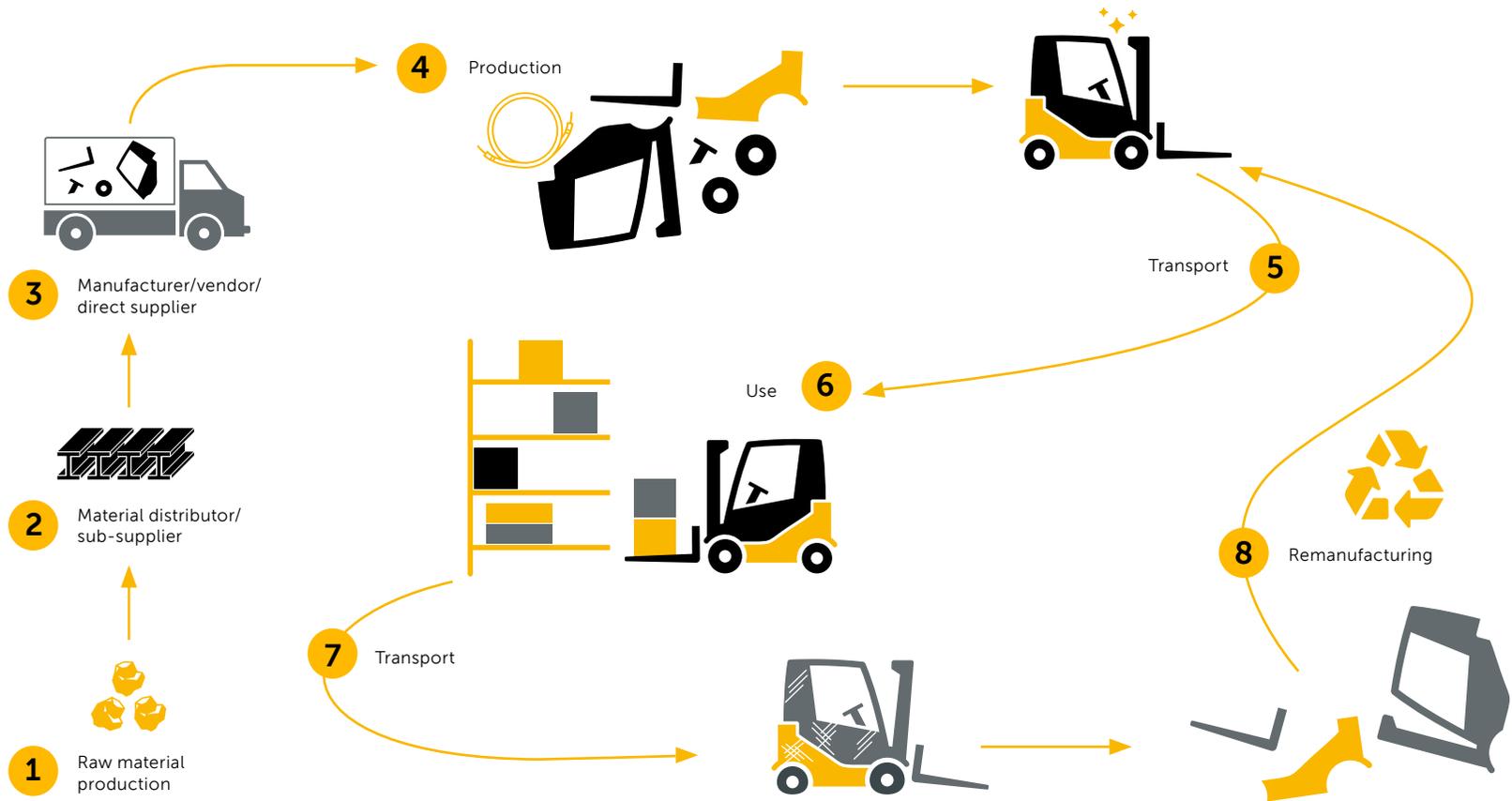
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made the switch yet will be doing this in the coming years¹. The direct use of renewable energies at our locations is also being continually expanded. At the end of last year, for instance, we equipped the roof of our Group headquarters with a photovoltaic system and took over an existing photovoltaic installation at our manufacturing plant in Moosburg. In order to make the best possible use of energy, we continuously work to optimise and modernise our buildings, machines, plants and processes in terms of energy. In recent years, for example, we have been able to significantly reduce the consumption of lamps and

electricity by gradually converting to LED lighting. In order to achieve our goal of climate neutrality, we will continue to use climate-neutral technologies in our buildings in the future.

Due to the comprehensive range of services we provide, our CO₂e emissions in the Sales division are relatively high. We therefore offer fuel-saving training to our service technicians and constantly work to optimise the weight and payload of our after-sales services vehicles. A number of suitable locations also use electric vehicles, which lowers our direct emissions further. We have also set up a climate-neutral customer service in Norway as part of a pilot project. A rollout to the Netherlands and the UK is scheduled in the 2022 financial year.

¹ Electricity should be sourced from renewable energy sources wherever the market and government allow.



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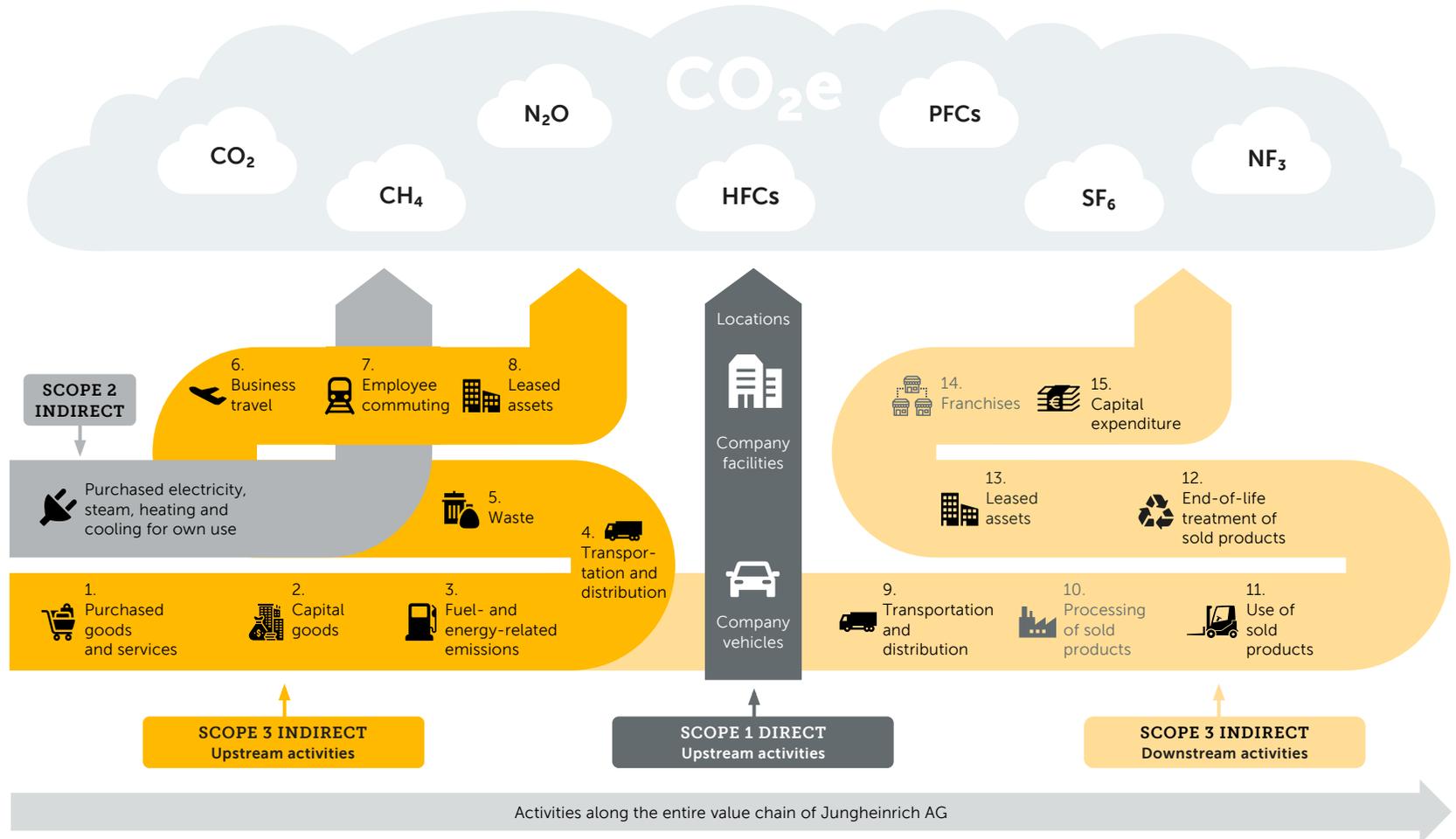
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We are creating complete emissions transparency in the company

In order to determine how efficient the company is in terms of climate protection and to ensure holistic transparency, we adhere to the requirements of the Greenhouse Gas Protocol when recording our CO₂e emissions. We take into account all companies in which Jungheinrich holds a voting share and capital share of more than 50 per cent¹ ("Control Approach"). We also separate Jungheinrich's CO₂e emissions into three scopes and record emissions along the entire value chain: in the value chain (upstream Scope 3 emissions), in our

own works (Scope 1 and 2 emissions) and those resulting from Jungheinrich products and services used at customer locations (downstream Scope 3 emissions). The image "Schematic representation of CO₂e emissions" shows the source of emissions of greenhouse gases listed in the Kyoto Protocol that we analyse systematically. Applying this internationally recognised method for determining greenhouse gas emissions will help us to identify the climate impacts that we cause directly and indirectly, as well as all other indirect impacts associated with us.

ACCORDING TO THE STANDARDS OF THE GREENHOUSE GAS PROTOCOL: SCHEMATIC REPRESENTATION OF CO₂e EMISSIONS²



1 See notes to the consolidated financial statements [page 144 ff.].

2 In terms of Scope 3 emissions, all categories are relevant to us except 3.10 (Processing of sold products) and 3.14 (Franchises).



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The coronavirus pandemic again had an impact on our environmental performance last year. In 2020, virtually all energy key figures were down and below the figures recorded in 2019 due to the coronavirus. As a result of catch-up effects, they are now up again on the previous year, but largely still under those from the 2019 financial year. Due to the transition to electricity from renewable energy sources and CO₂e-neutral district heating in Germany and other locations, the figures for our Scope 2 emissions have once again decreased significantly compared with previous years.

ENERGY CONSUMPTION¹

	2021	2020	2019
Natural gas in kWh ²	50,393,583	44,536,444	48,344,885
Heating oil in kWh	1,514,197	1,724,908	1,826,020
Diesel in l	10,094,990	9,765,251	11,784,792
Petrol in l	450,141	226,717	422,898
Ethanol in l	48,365	52,571	40,619
Public electricity in kWh ^{3,4}	56,333,950	54,151,080	58,737,320
District heating in kWh	11,563,197	9,596,340	11,250,715

A relevant lever for the calculation of Scope 2 emissions is the CO₂ conversion factor for the local electricity mix at the location. Each country (location-based approach) and each energy provider (market-based approach) has an individual CO₂ conversion factor. The energy provider's exact factor is the most exact for the calculation, but it is not always available, however. We have been working on increasing transparency and thereby improving the quality of our data since 2019.

- 1 The figures shown apply to the production plants in Norderstedt, Lüneburg, Moosburg, Degernpoint, Landsberg, Dresden and Qingpu (China), the spare parts centre in Kaltenkirchen, the Group headquarters in Hamburg, the IT office in Hamburg and the sales units in Australia, Austria, Belgium, Brazil, Czechia (2019 excluding Hněvotín), France, Germany (2019 excluding Frankfurt), Italy, the Netherlands, Poland, Russia, Spain, Switzerland and the United Kingdom; only locations with more than 50 employees. The figures are partially estimated and have been adjusted to reflect the better data available and subsequent corrections of previous years.
- 2 Including natural gas consumption for the production of electricity through the cogeneration unit in Degernpoint.
- 3 Excluding externally loaded electric trucks.
- 4 Exclusively current from external sources, as electricity for the cogeneration unit is reported under the item "natural gas".
- 5 Brazil and Russia.
- 6 Emission factor sources: IEA, DEFRA and local energy suppliers.
- 7 Where a switch was made to green electricity during the year, the CO₂ factor is extrapolated on a pro rata basis.
- 8 Excluding the UK.

DATA QUALITY CO₂ CONVERSION FACTORS

	2021	2020	2019
Number of countries location-based	2 ⁵	4	12
Number of countries market-based	13	11	3

GREENHOUSE GAS EMISSIONS^{1,6}

in t CO ₂	2021	2020	2019
Direct (Scope 1) GHG emissions	36,606	34,553	41,469
Indirect (Scope 2) GHG emissions ^{3,7}	5,560	16,342	19,993

Turning waste into a resource

Both hazardous and non-hazardous waste can be valuable resources for recycling or even repurposing. The majority of waste from production plants, sales units and other locations is recycled and the material or heat reused. We are of the opinion that a circular economy for natural resources must be established for linear material consumption that is characterised by raw material extraction, transport and processing, using products, and disposal at the end of the life cycle. It is our aim to develop, manufacture and operate our products in such a way that we increase recyclability, enable their refurbishment, and maximise the recovery of raw materials.

TOTAL AMOUNT OF WASTE¹

in t	2021	2020	2019 ⁸
Total hazardous waste	5,239	4,311	4,649
Recycling of materials	3,791	3,300	3,602
Thermal recovery	353	312	345
Disposal (landfill)	1,095	699	701
Total non-hazardous waste	11,036	10,277	11,854
Recycling of materials	8,801	8,050	8,937
Thermal recovery	1,057	1,105	1,528
Disposal (landfill)	1,178	1,122	1,388



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EU TAXONOMY REGULATION

In order to achieve the EU target of carbon neutrality by 2050, the EU Commission created an action plan to redirect capital flows to a sustainable economy. A material component of this action plan is the EU Taxonomy Regulation, which offers a classification system for ecologically sustainable environmental activities.

In accordance with this year's requirements (Article 8 EU Taxonomy Regulation and Article 8 and Article 10 (2) of the Article 8 Climate Delegated Act), the following section contains the required disclosures for the first two environmental objectives (climate protection and climate change adaptation) of the EU Taxonomy Regulation. As the parent company, we present the share of taxonomy-aligned and non-taxonomy-aligned Group revenue, capital expenditure and operating expenses for the 2021 financial year.

Jungheinrich reports the key figures for the taxonomy-aligned economic activities only, without stating prior-year figures. The disclosures on the key figures are aggregated, meaning that no distinction is made with regard to the relevant economic activities. This is in line with the relief provisions for the first reporting period.

The Draft Commission Notice published on 2 February 2022 was taken into consideration to the extent that our process allowed. The complex and quality-assured collection and verification of the necessary information relating to capital expenditure and operating expenses could not be fully carried out due to the publication date.

OUR ACTIVITIES

PORTION OF REVENUE, CAPEX AND OPEX THAT ARE TAXONOMY-ALIGNED AND NON- TAXONOMY-ALIGNED ECONOMIC ACTIVITIES

in %	Proportion of taxonomy-aligned economic activities	Proportion of non- taxonomy-aligned economic activities
Revenue	55	45
Capital expenditure	2	98
Operating expenses	4	96

Taxonomy-aligned economic activities

We have examined the relevant taxonomy-aligned economic activities based on our activities as an intralogistics solutions provider and grouped them in the following economic activities (in accordance with Annex I and II of the Climate Delegated Act):

TAXONOMY-ALIGNED ECONOMIC ACTIVITIES

Taxonomy-aligned activity (number/name)	Description	Climate protection	Climate change adaptation
3.4 Manufacture of batteries	The manufacture of electric batteries (lithium-ion and lead acid batteries)	✓	✓
3.6 Production of other low-carbon technologies	Production of electric material handling equipment	✓	
6.5 Transport with motorbikes, passenger vehicles and light-duty commercial trucks	Leasing of electric trucks	✓	✓
7.3 Installation, maintenance and repair of energy-efficient devices	Conversion to LED lights, installation of ventilation systems, façade renovation	✓	✓
7.4 Installation, maintenance and repair of charging stations for electric trucks in buildings (and in car parks belonging to buildings)	Electric charging stations (electric forklift trucks, electric cars)	✓	✓
7.5 Installation, maintenance and repair of devices for the measurement, regulation and management of buildings' total energy efficiency	Building control system updates, meters for measurement of third-party electricity	✓	✓
7.6 Installation, maintenance and repair of energy-efficient devices	Battery storage devices, photovoltaic installation	✓	✓

Allocation of revenue, capital expenditure and operating expenses to an environmental target

The activities of Jungheinrich were categorised under the goal of "climate protection" to avoid double counting.



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OUR KPIs AND REPORTING PRINCIPLES

Our key performance indicators include revenue, capital expenditure and operating expenses. For the 2021 financial year, we are disclosing our KPIs with regard to our taxonomy-aligned activities (numerators) in relation to the taxonomy-aligned plus non-taxonomy-aligned economic activities (denominators) (pursuant to Art 10(2) of the Article 8 Climate Delegated Act).

Data collection and validation process

In order to report on the taxonomy-aligned economic activities in the 2021 financial year, Jungheinrich

- Examined the Group's business activities and identified eligible activities.
- Performed central, detailed analyses of revenue, capital expenditure and operating expenses in relation to the taxonomy-aligned economic activities.
- Provided the relevant subsidiaries with a query request for capital expenditure and operating expenses that enables them to notify us of the taxonomy-aligned activities that may apply to the Group.
- Commissioned a team to support subsidiaries with queries, and consolidate and check data.

In short, all material revenue, capital expenditure and operating expenses that were identified as being taxonomy-aligned were reported.

KPI revenue

The past financial year was considered for the revenue KPI. This results from the quotient of the numerator and denominator defined as follows:

- The denominator of KPI revenue is based on our consolidated net revenue pursuant to IAS 1.82(a). Additional details regarding the presentation of the consolidated statement of profit or loss can be found on [page 79], [page 86 f.] and [page 99 f.].
- The numerator for KPI revenue is defined as the net revenue generated by products and services in connection with the taxonomy-aligned economic activities.

KPI capital expenditure

The KPI capital expenditure is defined as the capital expenditure eligible according to the EU Taxonomy Regulation (numerator) divided by our total capital expenditure (denominator) as described below:

- The denominator consists of additions to intangible assets and property, plant and equipment during the financial year before depreciation, amortisation and write-downs and remeasurements. This also includes additions resulting from remeasurements and impairment losses as well as such that occur without changes in fair value. The acquisition of property, plant and equipment (IAS 16), intangible assets (IAS 38), right-of-use assets (IFRS 16) and investment property (IAS 40) are also included. Additions from business combinations also constitute part of total capital expenditure. Goodwill is not included in capital expenditure as it is not considered an intangible asset according to IAS 38. The denominator represents the sum of the additions to intangible assets [page 104 ff.] and property, plant and equipment [page 107 ff.] as presented in the notes to the consolidated financial statements.
- The numerator consists of the following categories in accordance with taxonomy-aligned capital expenditure:
 - a) Capital expenditure relating to assets or processes that are associated with economic activities according to the EU Taxonomy Regulation (category A, annex 1, section 1.1.2.2. supplement to Regulation 2020/852): We assume that economic goods and processes are associated with taxonomy-aligned economic activities if they are a material component necessary for performing the economic activity.
 - b) Capital expenditure that is part of an investment plan to realign or expand taxonomy-aligned economic activities so that it is taxonomy conform (category B). Capital expenditure plans as defined by the EU Taxonomy Regulation were not created. Accordingly, no capital expenditure was recognised for this section.
 - c) Capital expenditure related to the acquisition of finished goods from taxonomy-aligned economic activities and individual measures that enable certain target activities (usually economic activities that are not taxonomy viable) to become low carbon or lead to a reduction in greenhouse gas emissions (category C). This is also considered taxonomy-aligned capital expenditure according to the EU Taxonomy Regulation if the purchased product or individual measure corresponds to the description of the respective economic activity.

In order to avoid double listings in the capital expenditure KPI, we only counted capital expenditure in connection with purchased products and individual measures once. These are already listed under category A (for instance, capital expenditure in connection with assets or processes associated with taxonomy-aligned economic activities, especially our production buildings).



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KPI operating expenses

The KPI operating expenses is defined as eligible operating expenses according to the EU Taxonomy Regulation (numerator) divided by the operating expenses described below (denominator).

- The denominator consists of direct, non-capitalised costs related to research and development, building renovation measures, short-term rental agreements, maintenance and repairs, and other direct expenses for the ongoing maintenance of property, plant and equipment. This includes:
 - › Non-capitalised costs for research and development, as presented in the notes to the consolidated financial statements pursuant to IAS 38.126 [page 105]
 - › Maintenance and repair costs for property, plant and equipment
 - › Expenses for short-term and low-value leases determined in accordance with IFRS 16 as presented in the notes to the consolidated financial statements [page 108]. Even if low-value leases are not specifically mentioned in Article 8 of the Climate Delegated Act, we interpret the legislation as including these leases.
- For the operating expenses numerator, we analysed the research and development costs directly associated with taxonomy-aligned economic activities. In considering materiality, we also requested information from individual companies regarding their corresponding operating expenses. The operating expenses mentioned above were recorded following checks of the taxonomy-aligned economic activities.

With regard to the approach regarding double listing, we refer to the corresponding disclosures for the KPI capital expenditure.

GENERAL STANDARD DISCLOSURES



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GRI indicator	Indicator name	Page	Topic from materiality analysis	GRI indicator	Indicator name	Page	Topic from materiality analysis
ORGANISATIONAL PROFILE				STAKEHOLDER ENGAGEMENT			
102-1	Name of the organisation	84		102-40	List of stakeholder groups	17	
102-2	Activities, brands, products, and services	17, 46 ff.		102-42	Identifying and selecting stakeholders	17	
102-3	Location of headquarters	84		102-43	Approach to stakeholder engagement	17	
102-4	Location of operations	46 f., 158		102-44	Key topics and concerns raised	17	Customer satisfaction, competitive standing, R&D
102-5	Ownership and legal form	40 f., 84		REPORTING PRACTICE			
102-6	Markets served	17, 55		102-45	Entities included in the consolidated financial statements	144 ff.	
102-7	Scale of the organisation	2		102-46	Defining report content and topic boundaries	14	
102-8	Information on salaried employees and other workers	24	Good employer	102-47	List of material topics	14	
102-9	Supply chain	29		102-48	Restatements of information	13	
102-10	Significant changes to the organisation and its supply chain	10 f.		102-49	Changes in reporting	13	
102-11	Precautionary Principle or approach	13		102-50	Reporting period	13	
102-13	Membership of associations	12, 22	Norms and standards	102-51	Date of most recent report	13	
STRATEGY				102-52	Reporting cycle	13	
102-14	Statements from senior decision-makers	4		102-53	Contact point for questions regarding the report	161	
ETHICS AND INTEGRITY				102-54	Claims of reporting in accordance with the GRI Standards	13	
102-16	Values, guidelines, standards and norms of behaviour	18 ff.	Responsible management	102-55	GRI content index	35	
GOVERNANCE				102-56	External audit	13, 38 f.	
102-18	Governance structure	14	Responsible management				
102-20	Executive-level responsibility for economic, environmental, and social topics	14					



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SPECIFIC STANDARD DISCLOSURES – ECONOMIC

GRI indicator	Indicator name	Page	Topic from materiality analysis
MARKET PRESENCE			
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage	26	Good employer
202-2	Regionally hired management	26	Good employer
ANTI-CORRUPTION			
205-1	Operations assessed for risks related to corruption	20	Compliance & corruption
205-2	Communication and training about anti-corruption policies and procedures	19 f.	Compliance & corruption
205-3	Confirmed incidents of corruption and actions taken	20	Compliance & corruption

SPECIFIC STANDARD DISCLOSURES – ENVIRONMENTAL

GRI indicator	Indicator name	Page	Topic from materiality analysis
MATERIALS			
301-1	Materials used by weight or volume	28	Materials (resource-saving products)
301-2	Recycled input materials used	28	Materials (resource-saving products)
ENERGY			
302-1	Energy consumption within the organisation	31	Energy (consumption & renewable energies)
302-5	Reductions in energy requirements of products and services	27 f.	Environmentally friendly products/Customer satisfaction, competitive standing, R&D
EMISSIONS			
305-1	Direct (Scope 1) GHG emissions	31	Energy (consumption & renewable energies)
305-2	Energy indirect (Scope 2) GHG emissions	31	Energy (consumption & renewable energies)
WASTE			
306-2	Waste by type and disposal method	31	Waste & recycling



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SPECIFIC STANDARD DISCLOSURES – SOCIAL

GRI indicator	Indicator name	Page	Topic from materiality analysis	GRI indicator	Indicator name	Page	Topic from materiality analysis
SUPPLIER ENVIRONMENTAL ASSESSMENT				FORCED OR COMPULSORY LABOUR			
308-1	New suppliers that were screened using environmental criteria	21	Transparency in the supply chain	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	21, 26	Transparency in the supply chain
EMPLOYMENT				SUPPLIER SOCIAL ASSESSMENT			
401-1	New employee hires and employee turnover	24	Good employer	414-1	New suppliers that were screened using social criteria	21	Transparency in the supply chain
OCCUPATIONAL HEALTH AND SAFETY				CUSTOMER HEALTH AND SAFETY			
403-2	Type and rate of injuries, occupational diseases, lost days and absences as well as number of work-related fatalities	25	Occupational health and safety	416-1	Assessment of the health and safety impacts of product and service categories	22 f.	Product quality & enhancement/ Customer health & safety
TRAINING AND EDUCATION				SOCIOECONOMIC COMPLIANCE			
404-2	Programme for improving employees' skills	25	Training and development	419-1	Non-compliance with laws and regulations in the social and economic area	19	Acting within the law
DIVERSITY AND EQUAL OPPORTUNITIES				SUPPLY CHAIN			
405-1	Diversity of governance bodies and employees	26	Good employer	Own indicator		22	Material compliance
405-2	Ratio of basic salary and remuneration of women to men	26	Good employer				
CHILD LABOUR							
408-1	Operations and suppliers at significant risk for incidents of child labour	21, 26	Transparency in the supply chain				

INDEPENDENT PRACTITIONER'S REPORT ON A LIMITED ASSURANCE ENGAGEMENT ON NON-FINANCIAL REPORTING¹

To Jungheinrich Aktiengesellschaft, Hamburg

We have performed a limited assurance engagement on the Combined non-financial report of Jungheinrich Aktiengesellschaft, Hamburg, (hereinafter the "Company") for the period from 1 January 2021 to 31 December 2021 (hereinafter the "Combined Non-financial Report").

Not subject to our assurance engagement are the external sources of documentation or expert opinions mentioned in the Combined Non-financial Report.

RESPONSIBILITY OF THE EXECUTIVE DIRECTORS

The executive directors of the Company are responsible for the preparation of the Combined Non-financial Report in accordance with §§ (Articles) 315c in conjunction with 289c to 289e HGB ("Handelsgesetzbuch": "German Commercial Code") and Article 8 of REGULATION (EU) 2020/852 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 18. June 2020 on establishing a framework to facilitate sustainable investment and amending Regulation (EU) 2019/2088 (hereinafter the "EU Taxonomy Regulation") and the Delegated Acts adopted thereunder, as well as for making their own interpretation of the wording and terms contained in the EU Taxonomy Regulation and the Delegated Acts adopted thereunder, as set out in section EU-Taxonomy-Regulation of the Combined Non-financial Report.

This responsibility includes the selection and application of appropriate non-financial reporting methods and making assumptions and estimates about individual non-financial disclosures of the Company that are reasonable in the circumstances. Furthermore, the executive directors are responsible for such internal controls as the executive directors consider necessary to enable the preparation of a Combined Non-financial Report that is free from material misstatement whether due to fraud or error.

The EU Taxonomy Regulation and the Delegated Acts issued thereunder contain wording and terms that are still subject to considerable interpretation uncertainties and for which clarifications have not yet been published in every case.

Therefore, the executive directors have disclosed their interpretation of the EU Taxonomy Regulation and the Delegated Acts adopted thereunder in section EU-Taxonomy-Regulation of the Combined Non-financial Report. They are responsible for the defensibility of this interpretation. Due to the immanent risk that indeterminate legal terms may be interpreted differently, the legal conformity of the interpretation is subject to uncertainties.

INDEPENDENCE AND QUALITY CONTROL OF THE AUDIT FIRM

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

Our audit firm applies the national legal requirements and professional standards – in particular the Professional Code for German Public Auditors and German Chartered Auditors ("Berufssatzung für Wirtschaftsprüfer und vereidigte Buchprüfer": "BS WP/vBP") as well as the Standard on Quality Control 1 published by the Institut der Wirtschaftsprüfer (Institute of Public Auditors in Germany; IDW): Requirements to quality control for audit firms (IDW Qualitätssicherungsstandard 1: Anforderungen an die Qualitätssicherung in der Wirtschaftsprüferpraxis – IDW QS 1) – and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

RESPONSIBILITY OF THE ASSURANCE PRACTITIONER

Our responsibility is to express a conclusion with limited assurance on the Combined Non-financial Report based on our assurance engagement.

We conducted our assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised): Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the IAASB. This Standard requires that we plan and perform the assurance engagement to obtain limited assurance about whether any matters have come to our attention that cause us to believe that the Company's Combined Non-financial Report, other than the external sources of documentation or expert

¹ PricewaterhouseCoopers GmbH has performed a limited assurance engagement on the German version of the combined non-financial report and issued an independent practitioner's report in German language, which is authoritative. The following text is a translation of the independent practitioner's report.



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opinions mentioned in the Combined Non-financial Report, are not prepared, in all material respects, in accordance with §§ 315c in conjunction with 289c to 289e HGB and the EU Taxonomy Regulation and the Delegated Acts issued thereunder as well as the interpretation by the executive directors disclosed in section EU-Taxonomy-Regulation of the Combined Non-financial Report.

In a limited assurance engagement the procedures performed are less extensive than in a reasonable assurance engagement, and accordingly a substantially lower level of assurance is obtained. The selection of the assurance procedures is subject to the professional judgement of the assurance practitioner.

In the course of our assurance engagement, we have, amongst other things, performed the following assurance procedures and other activities:

- Gain an understanding of the structure of the Company’s sustainability organisation and stakeholder engagement
- Inquiries of the executive directors and relevant employees involved in the preparation of the Combined Non-financial Report about the preparation process, about the internal control system relating to this process and about disclosures in the Combined Non-financial Report
- Identification of likely risks of material misstatement in the Combined Non-financial Report
- Analytical procedures on selected disclosures in the Combined Non-financial Report
- Reconciliation of selected disclosures with the corresponding data in the consolidated financial statements and group management report
- Evaluation of the presentation of the Combined Non-financial Report
- Evaluation of the process to identify taxonomy-eligible economic activities and the corresponding disclosures in the Combined Non-financial Report
- Inquiries on the relevance of climate-risks

In determining the disclosures in accordance with Article 8 of the EU Taxonomy Regulation, the executive directors are required to interpret undefined legal terms. Due to the immanent risk that undefined legal terms may be interpreted differently, the legal conformity of their interpretation and, accordingly, our assurance engagement thereon are subject to uncertainties.

ASSURANCE OPINION

Based on the assurance procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that the Combined Non-financial Report of the Company for the period from 1 January 2021 to 31 December 2021 is not prepared, in all material respects, in accordance with §§ 315c in conjunction with 289c to 289e HGB and the EU Taxonomy Regulation and the Delegated Acts issued thereunder as well as the interpretation by the executive directors disclosed in section EU-Taxonomy-Regulation of the Combined Non-financial Report.

We do not express an assurance opinion on the external sources of documentation or expert opinions mentioned in the Combined Non-financial Report, which are marked unassured.

RESTRICTION OF USE

We draw attention to the fact that the assurance engagement was conducted for the Company’s purposes and that the report is intended solely to inform the Company about the result of the assurance engagement. Consequently, it may not be suitable for any other purpose than the aforementioned. Accordingly, the report is not intended to be used by third parties for making (financial) decisions based on it. Our responsibility is to the Company. We do not accept any responsibility to third parties. Our assurance opinion is not modified in this respect.

Hamburg, 29 March 2022

PricewaterhouseCoopers GmbH
Wirtschaftsprüfungsgesellschaft

Alexander Fernis
Wirtschaftsprüfer
[German public auditor]

Theres Schäfer
Wirtschaftsprüferin
[German public auditor]