

Policy Statement to Respect the Human Rights

Hamburg, 08/01/2024



Foreword

Dear Sir or Madam,

Jungheinrich assumes responsibility for our employees, customers, business partnerships and all our activities worldwide. As a family-owned company, we are characterized by respect, integrity, high business ethics and sustainable management. Our employees are the backbone of the Jungheinrich Group. Their protection and well-being, respect for their rights and their advancement are of utmost importance to us. The special bond with our customers and business partners has been the basis of our success for many decades. We are committed to upholding human rights worldwide and affirm

- the [Universal Declaration of Human Rights](#),
- the [UN Guiding Principles on Business and Human Rights \(UNGPR\)](#),
- the [OECD Guidelines for Multinational Enterprises](#),
- and the [International Labor Organization \(ILO\) Declaration on Fundamental Principles and Rights at Work \(ILO Core Labor Standards\)](#).

Respect for local peculiarities is essential for us. As a global solution provider for intralogistics, our thinking always encompasses social, ecological and economical aspects alike.

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Policy Statement to Respect the Human Rights

1. Scope

The declaration of principles regarding respect for human rights applies to all organizational units of the Jungheinrich Group worldwide. In this context, we endeavor to implement our standards in minority shareholdings and joint ventures as well.

Beyond our own business operations, the corporate due diligence obligations described in this Declaration of Principles also apply to our direct suppliers. We use our opportunities and work to ensure that the due diligence obligations are also implemented for our indirect suppliers and other business partnerships.

By describing our corporate duties of care, the Declaration of Principles complements our codes of ethics: the [Code of Conduct](#), the [Code of Human Rights and Occupational Safety](#) and the [Supplier Code](#).

2. Organization and responsibilities

To fulfill human rights and environmental due diligence obligations, a comprehensive organizational model is used to regulate responsibilities. The organizational model is part of the Group policy on "Corporate Due Diligence" and is anchored in the internal management system.

The Human Rights Officer delegated by the Board of Management is responsible for the monitoring and organizational implementation of human rights due diligence. She or he also provides operational support to the Board of Management in implementing internal and external requirements. Reporting to her or him is the cross-functional Human Rights Council, which reports

on progress, makes decisions and develops or adopts proposals to ensure the establishment and expansion of the human rights management system. A cross-functional team has also been formed to coordinate, advise, design and implement the content of sustainable supply chain management.

The Human Rights Officer reports regularly to the Board of Management on her or his work, at least once a year. This is ensured by appropriate regular and ad hoc reporting processes.

3. Human rights and environmental risk management

Jungheinrich is aware that potential risks with a negative impact on human rights and the environment may arise within the scope of its business activities and- relations. For this reason, a human rights and environment-related risk management system is in place that takes account of due diligence obligations in an appropriate manner.

It is based on the results of the annual human rights risk analyses (see below) for the company's own business unit and supply chains. Other components include preventive and remedial measures, a complaints procedure, and the definition of responsibilities.

In addition, annual and ad hoc effectiveness reviews are conducted, taking into account indications from the complaints procedure as well as external sources such as the media and NGO reports.

Jungheinrich's human rights and environmental management system includes:

- **Basic elements:** Human rights risk analyses, prevention and remedial measures and complaints procedures, as well as an effectiveness check of the **aforementioned** points.
- **Application:** Consideration in strategic decisions and operative processes.
- **Writing:** Documentation of basic elements and applications and publication of reports (explanation of principles and reporting).

4. Priority human rights risks and environmental risks

Jungheinrich conducts appropriate risk analyses at least once a year with respect to human rights and environmental obligations in its own business and at its direct suppliers in order to be able to identify, assess and avoid potential and actual negative impacts at an early stage.

If there are concrete indications of possible violations of human rights or environmental obligations, a risk analysis is also carried out for the downstream supply chain. In addition, human rights and environmental risk analyses are carried out on an ad hoc basis if a significantly changed or significantly expanded risk situation is expected in the company's own business unit or in the supply chains (including introduction of new products, projects or a new business unit). This also applies to internal and external complaint cases.

The human rights and environmental risks are appropriately assessed for the company's own business unit and for the direct supplier companies by internal experts. In addition, further external indices are included in the risk assessment.

The aim is to identify and assess the potential priority human rights risks and

environmental risks in the company's own business operations and supply chains.

The prioritized human rights and environmental risks identified for Jungheinrich on the basis of the risk analyses are listed below:

Own business

- **Appropriate pay, fair working conditions and working hours:** Jungheinrich complies with the applicable minimum wages around the world. An analysis of the production locations also confirmed that Jungheinrich pays a living wage at least at these locations. Jungheinrich also complies with statutory regulations on working hours. Overtime may occasionally be required during working hours. However, this does not represent a systematic or structural deviation but rather one-off cases.
- **Discrimination:** Jungheinrich employs more than 21,000 people worldwide. There may therefore be individual cases of discrimination within the workforce. However, Jungheinrich does not systematically or structurally discriminate against people or groups of people.
- **Occupational health and safety:** Jungheinrich creates value through production, sales and after-sales services (maintenance, repair and spare parts service). In production and the after-sales service in particular, work safety risks can be higher, which is why EHS-related topics are given high priority.
- **Freedom of association:** Jungheinrich operates worldwide. This includes countries where the freedom of association is legally restricted.

Direct suppliers

- **Occupational health and safety:** There is a latent risk in the field of work safety in particular when it comes to Jungheinrich suppliers' labour-intensive value creation and services. Depending on the precautions taken by the suppliers, varying levels of remaining occupational health and safety risks cannot be excluded.
- **Forced labour and slavery:** Jungheinrich suppliers operate in different cultural, social, economic and political contexts around the world. This can result in varying levels of dependence on the part of the employees.
- **Discrimination:** Jungheinrich's suppliers are at different stages of development when it comes to managing equal opportunities and operate in different cultural contexts. They have many employees and there may be discrimination in individual cases.

5. Preventive measures

We take appropriate preventive measures in our own business area and in cooperation with our direct and indirect suppliers. These result from our understanding of the business and the results of the risk analyses in combination with measures already in place.

- **Own business area:** Jungheinrich has already implemented extensive measures in its own business area. The goal is to continuously expand and improve them. Particular attention is paid to the global structuring of preventive measures. The aim is to reduce human rights risks and environmental risks and to strengthen rights and obligations.

- **Direct and indirect supplier companies:** For the area of direct and indirect supply chains, preventive measures are also based on established measures as well as on the abstract risks identified in Jungheinrich's human rights and environmental supply chain risk analysis. Among other things, this includes signing the Supplier Code as part of supplier registration. Building on this, we review our standards in a risk-based approach using supplier self-reporting.

6. Complaints management

Jungheinrich has a comprehensive complaints management system for reporting complaints. Various reporting channels (personal and anonymous) are available for internal and external complaints. Complaints management explicitly addresses human rights and environmental violations as well.

Complaints or tips can be submitted anonymously via [OpenLine](#) or directly to [Corporate Legal, Compliance & Insurances](#) via telephone and e-mail. It is also possible to address internal complaints and tips directly to the local Jungheinrich compliance officers.

[The rules of procedure for the complaints mechanism](#) are published on our homepage.

7. Remedial action

In the event of potential or actual human rights or environmental violations, Jungheinrich implements remedial measures. These aim to prevent or end the violation of rights and obligations or minimize the extent of the violation. The remedial measures are carried out appropriately and without delay. If the violation of

a human rights or environmental obligation by a direct supplier is such that it cannot be ended in the foreseeable future, a concept for ending or minimizing the violation is developed and implemented without delay. Jungheinrich always follows the concept of "enablement before withdrawal" in its cooperation with its supplier companies. Termination of the business relationship is therefore the last resort and is only called for in exceptional cases.

8. Documentation and reporting

Jungheinrich prepares continuous and comprehensible internal documentation of its due diligence obligations. This also applies to decisions made, such as the termination of a business relationship, or complex considerations, such as the assessment of risks. The documentation ensures that it meets the following criteria: accuracy, completeness, protection against alteration and falsification, protection against loss, use only by authorized persons, traceability and auditability.

In addition, business units that fall within the scope of the German Supply Chain Due Diligence Act (Lieferkettensorgfaltspflichtengesetz) publish their reporting in accordance with the legal requirements.

9. Exchange with (potentially) affected persons

Jungheinrich endeavors to take into account the interests of potentially affected persons or their legitimized representatives in the design, implementation and effectiveness monitoring of its due diligence obligations.

10. Effectiveness monitoring and continuous improvement

The establishment of a human rights and environmental management system is a complex and intensive process. The annual and event-related review of effectiveness is carried out in line with the requirements of the LkSG and the UN Guiding Principles on Business and Human Rights.

Jungheinrich sees itself as continuously expanding, advancing and improving its human rights and environmental due diligence processes. Jungheinrich strives to integrate them into existing corporate processes harmoniously and with the involvement of those affected. This also applies to newly created processes and structures.

The policy statement on respect for human rights is reviewed annually.

11. References

- [Act on Corporate Due Diligence in Supply Chains \(Supply Chain Due Diligence Act - LkSG\)](#)
- [Universal Declaration of Human Rights](#)
- [UN Guiding Principles on Business and Human Rights \(UNGPR\)](#)
- [OECD Guidelines for Multinational Enterprises](#)
- [International Labor Organization \(ILO\) Declaration on Fundamental Principles and Rights at Work \(ILO Core Labor Standards\).](#)
- [Commission Draft of the EU Regulation for the EU Duty of Care](#)
- [Research Report 543 Respect for Human Rights along Global Value Chains \(May 2020\)](#) (only in German)
- [Jungheinrich Code of Conduct for Human Rights and Occupational Health and Safety](#)