

The background of the cover is a photograph of a sustainable energy site. In the foreground, there are large, light-colored rocks and tall green grass. In the middle ground, a long, low structure with a dark, sloped roof, possibly solar panels, is visible. In the background, there are several wind turbines and a modern building with a distinctive tower. The sky is a mix of blue and white clouds, suggesting a clear day.

Annual Sustainability Report

Athens, May 2023

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Letter from the Managing Director



Dear Readers,

As we continue to navigate an ever-changing business landscape, we recognize the importance of environmental, social, and governance (ESG) considerations. We are committed to promoting sustainable practices and conducting business in a responsible and ethical manner. We believe that sustainable factors play a critical role in creating long-term value for our stakeholders and by prioritizing them, we aim to mitigate risks, improve operational efficiency, and enhance our reputation as a responsible corporate citizen. Our efforts to address ESG issues are reflected in this report.

As a company that specializes in intralogistics, we understand the critical role we play in enabling our customers to operate efficiently and sustainably. We believe that environmental, social, and governance factors are integral to our success and the success of our customers. We recognize that the intralogistics industry can have a significant impact on the environment, particularly in terms of energy consumption and emissions. That is why our group has made it our priority to develop solutions that reduce our customers' carbon footprint, such as energy-efficient systems and alternative fuel technologies.

As a company committed to conducting business in a responsible and ethical manner, we also understand the importance of good governance. We believe that strong governance practices are integral to building trust with our customers, stakeholders, and the wider community. At the core of our governance framework is a commitment to ethical and transparent conduct. We have implemented a robust set of policies and procedures to ensure that our business practices are consistent with the highest standards of ethical behavior. We also regularly review and update our policies and procedures to ensure that they remain relevant and effective in addressing emerging issues. We believe in accountability, and we are committed to being transparent about our business practices and performance. We regularly report on our progress towards our sustainability goals, and we welcome feedback from our stakeholders on how we can improve. We have also established a comprehensive risk management framework that enables us to identify, assess, and manage risks across all areas of our operations.

Furthermore, effective governance requires strong leadership. Our executive team is committed to upholding the highest standards of governance and is composed of individuals with a diverse range of skills and experience.

Our success is closely tied to the well-being of the communities in which we operate. That is why we place a strong focus on social considerations and strive to create a positive impact on society through our operations and initiatives. One of our primary goals is to promote diversity and inclusion within our own organization and the organizations of our customers. We recognize that a diverse and inclusive workplace not only benefits our employees, but also enhances our ability to serve our customers and create value for our stakeholders. We are committed to providing a safe and respectful workplace for all our employees, and to partnering with suppliers who share our commitment to ethical and responsible practices.

Moreover, we fully recognize the importance of reducing waste and promoting responsible resource management. We struggle to minimize waste throughout our operations and supply chain, and to promoting the use of recyclable materials wherever possible. Also, to minimize the use of hazardous materials and to ensure that our waste is disposed of safely and responsibly. Finally, we regularly engage with our stakeholders to understand their needs and concerns, and to ensure that our operations and initiatives are aligned with their expectations.

Dear Readers,

We believe that our commitment to sustainability is not only good for our business, but also for the environment, our customers, and our communities. We are proud to be a part of the growing movement of companies that prioritize those values, and we look forward to working together with our customers and stakeholders to create a better future for all.

Sincerely,

Elena Kallona, Managing Director

Definition of ESG

Environmental, social and governance (ESG) criteria are a set of operational standards used by socially conscious investors to screen potential investments.

Environmental, social and corporate governance criteria are three major factors that investors consider when evaluating a company's ethical impact and long-term practices. WSC investing, also known as sustainable investing, responsible investing, impact investing or socially responsible investing, employs the criteria.

ESG criteria are being incorporated into financial analysis and investment decision making by asset owners and investment managers.

The shift toward sustainable business models, driven by investment in sustainable businesses, products and services, is disrupting industries and markets. Investors are interested in how businesses manage non-financial risks and implement Environmental, Social and Governance (ESG) strategies.

Environmental



Refers to how a company is exposed to and manages risks and opportunities associated with climate, scarcity of natural resources, waste and other environmental factors, as well as the company's own environmental impact.

Social

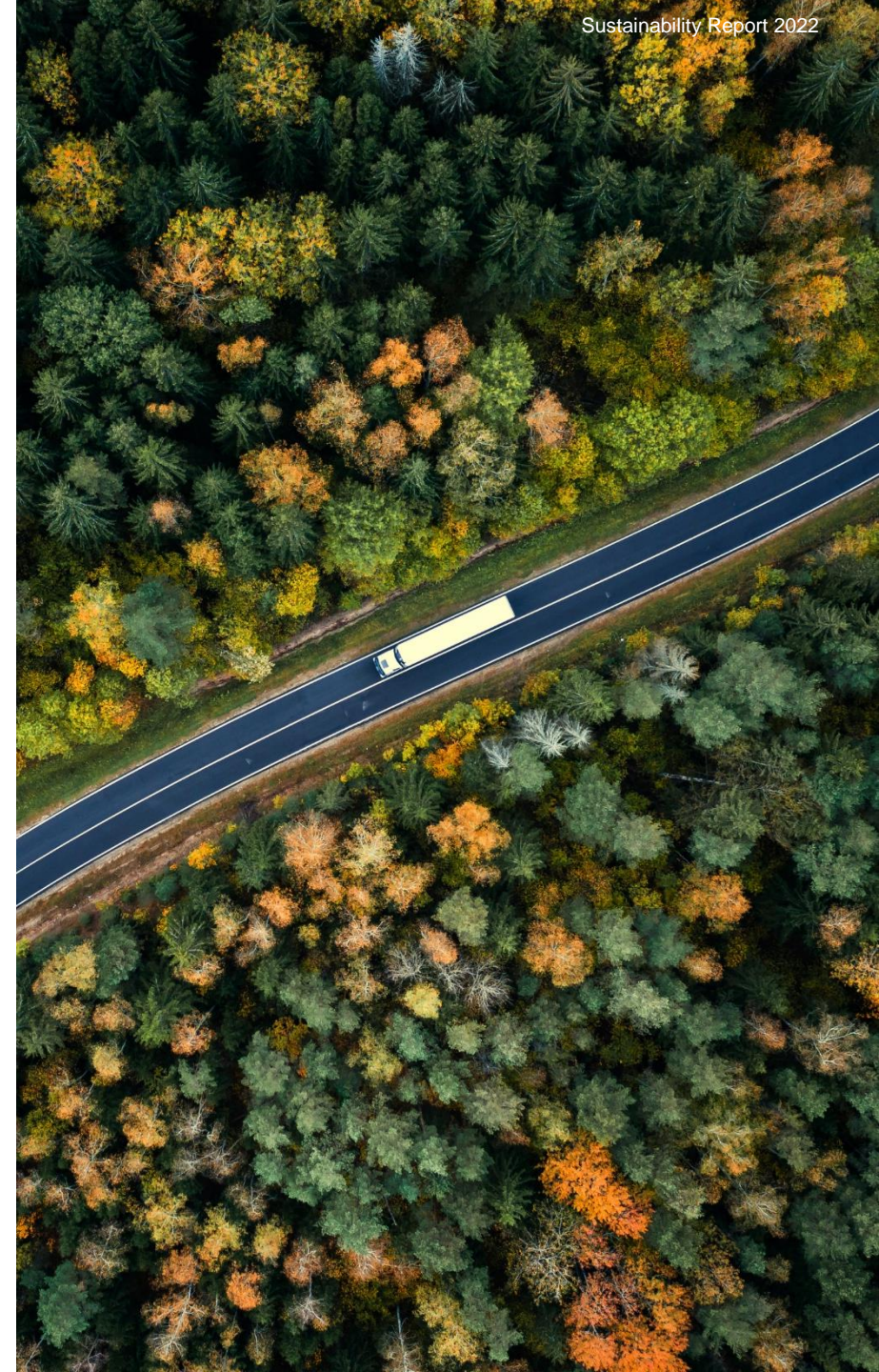


Refers to the examination of a company's values and business relationships through issues such as supply chain, product quality and safety, employee health and safety, diversity and inclusion policies, workers' welfare and slave labor concerns.

Governance



Considers a company's corporate structure, diversity of the Board of Directors, executive compensation, corporate resilience and event responsiveness, lobbying, political contributions, bribery and corruption policies, and so on.



1.

About Jungheinrich

Profile

Jungheinrich AG, headquartered in Hamburg, Germany, is one of the world's leading manufacturers of material handling equipment, automated systems, digital solutions, warehousing and material flow engineering. Friedrich Jungheinrich founded the company in 1953 and control of Jungheinrich remains in the hands of his descendants through special voting shares. Jungheinrich has spent the last 70 years advancing the development of innovative and sustainable products and solutions for material flows.

The company is an intralogistics service and solution provider with manufacturing operations that provides a comprehensive range of automated warehouse systems, mobile robots, software, forklift trucks, racking systems, services and advice to its customers.

Jungheinrich AG and its global workforce of over 19.000 employees generated revenue of €4.24 billion in 2021. The global network includes 13 manufacturing plants as well as 40 service and sales companies. Its stock is traded on the MDAX.

Jungheinrich Hellas Ltd, headquartered in Athens, Acharnes 136 78, Greece, was established in 2000 as a subsidiary of the Jungheinrich AG. Today, Jungheinrich Hellas pioneers in the Greek logistics market with an integrated fleet of more than 600 different types of forklifts, advanced technology automated storage systems, and a 91-member dynamic team of well-trained technicians, salesmen, and administrative personnel throughout Greece.

In 2021, the revenue of the Greek subsidiary stood at €18.2 million, with an EBITDA of €2.9 million and an EBT of €1.32 million. Despite the challenges of 2021 and the Covid-19 epidemic crisis, all of the above figures show a significant increase of 9.9%, 18.9%, and 62.6%, respectively.

Globally

19,000

Workforce

€4.24 bn

Revenue in 2021

13

Manufacturing plants

40

Service and sales companies

Greece

€18.2 m

Revenue in 2021

€2.9 m

EBITDA











€1.32 m

EBT

Leadership Principles & Mission

Leadership Principles

Passion, focus, ownership, collaboration, respect, courage, innovation, self-reflection, execution and trust are the leadership principles for Jungheinrich Hellas.

	Passion	We are fully committed to our mission and act with inner drive
	Focus	We deal with complexity while focusing on the essentials
	Ownership	We take responsibility, drive change actively and act with reliability
	Collaboration	We contribute to the big picture by thinking and acting across hierarchies and functions
	Respect	We interact with respect and appreciation and benefit from various perspectives
	Courage	We act with courage and dare to disagree to find the best solution
	Innovation	We are fully customer-centric, open to new ideas and always striving for improvement
	Self-Reflection	We are open to challenges and development. We reflect on ourselves regularly and learn from our actions and feedback
	Execution	We act target oriented and consistently deliver results
	Trust	We trust ourselves and our colleagues to deliver added value to customers

Mission

Provide efficient and reliable intralogistics products, solutions, and services, while as a sustainable enabler, we contribute to the sustainable transformation of intralogistics through our products and thereby help our customers, to achieve their economic, social and climate goals.



Memberships & Certifications

Memberships

Jungheinrich Hellas is member of the Hellenic German Chamber of Commerce and Jungheinrich Hellas's Managing Director, Elena Kallona, is an active member of the BoD, of it.

She is also, member of the working group Leadership Equality of EASE, the Association of Chief Executive Officers in Greece and in the list of Most Powerful Women in Business, Fortune Greece.

Certifications



For the second time in a row, Jungheinrich Hellas has been awarded the **EcoVadis** Platinum sustainability certificate. This places the intralogistics expert in the top one per cent of companies worldwide in the areas of environmental protection, human rights and sustainable procurement.

How do companies fare, in terms of corporate responsibility? The EcoVadis rating agency examined more than 100,000 companies worldwide to answer this question. Only the most sustainable one per cent of them are awarded the highest platinum certificate by EcoVadis.



At the beginning of April, Jungheinrich Hellas employees were invited to participate in an anonymous survey conducted by **Great Place to Work® Hellas**. Great Place to Work®, uses the Trust Model© which consists of five dimensions: Credibility, Respect, Fairness, Pride & Camaraderie.

Based on the results, which reflected the overall experience of the staff regarding the working environment, Jungheinrich Hellas obtained the Great Place to Work® certification for 2022 - 2023.

Cyber Security - Certificate ISO 27001:2013

Development, provision, and operation of the Jungheinrich Internet of Things (IoT) platform, fleet management solutions, including the battery management module, the Jungheinrich warehouse management systems (WMS) product family, and control systems.

Quality Management - Certificate ISO 9001:2015

For the following activities: Design and manufacturing of industrial trucks inclusive VNA trucks and customer specific trucks.

Environmental Protection - Certificate ISO 14001:2015

For the following activities: Design and manufacturing of industrial trucks inclusive VNA trucks and customer specific trucks.

Life Cycle Assessment - Certificate ISO 14040:2009

Range of application – The Environmental Commendation of Jungheinrich 2009-2019

The requirements were fulfilled and proven by a critical review concerning:

- Standard methodologies
- Representative categories of balancing and effects
- General transparency and consistency

Energy Management - Certificate ISO 50001

Trading Partner Security European Union

2.

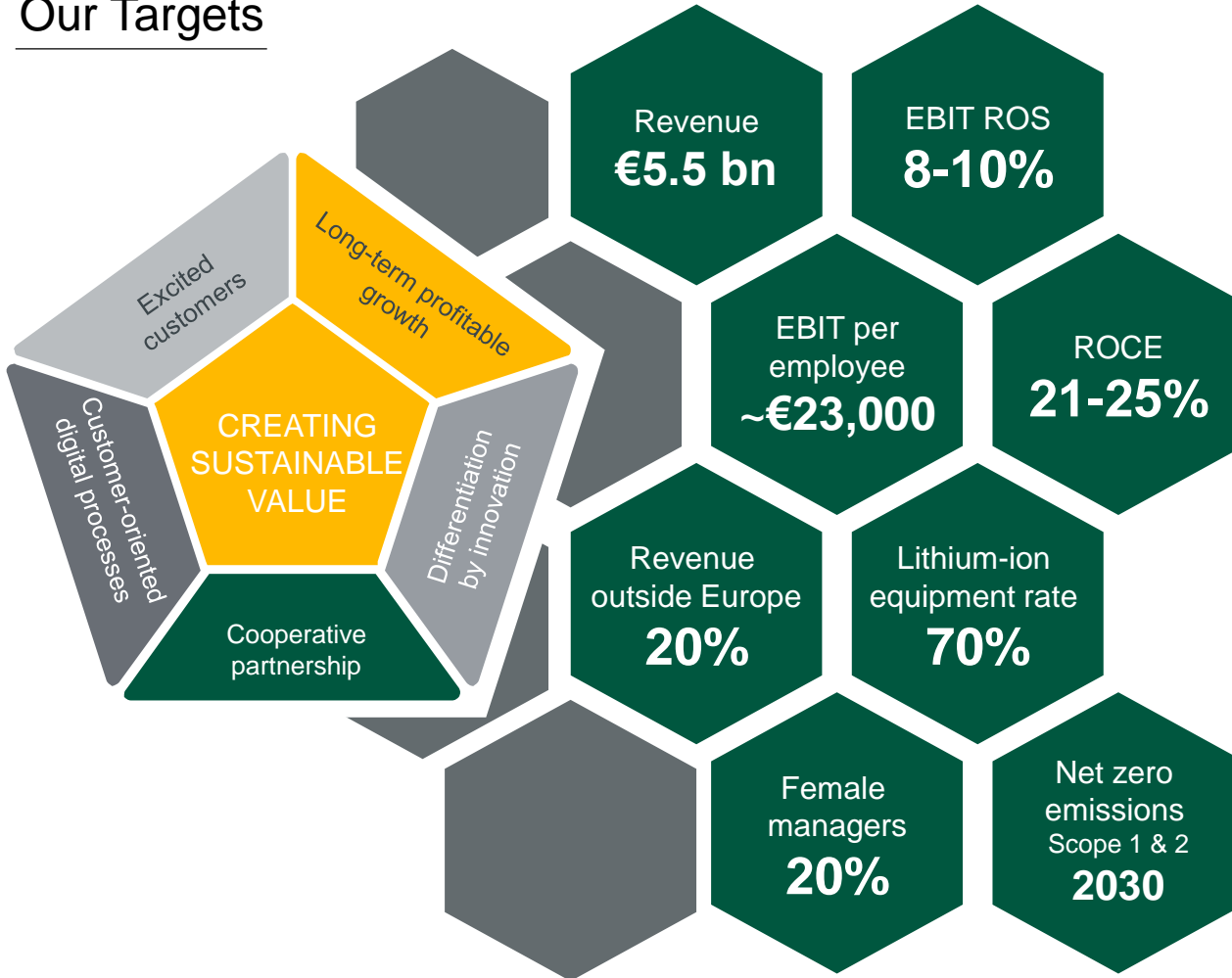
Business Strategy



Strategy 2025+

With the aim of creating sustainable value for all stakeholders, Jungheinrich AG has been consistently implementing its corporate strategy 2025+ since autumn 2020. The six fields of actions are the following: **automation, digitalization, energy systems, efficiency, global footprint and sustainability.**

Our Targets



Our fields of action



Automation



Digitalization



Energy systems



Efficiency



Global Footprint



Sustainability

3.

Sustainability Strategy

Sustainability Strategy

The Jungheinrich Sustainability Strategy was created with the guiding principles of sustainable development and the environment, social and governance (ESG) criteria in mind.

In order to cover the spectrum of non-financial measures that define all our activities, internally and externally, Jungheinrich has built and refined its Sustainability Strategy with the incorporation of ESG criteria, while publishing their performance to affirm our commitment to them. This strategy aims to provide long-term value to our stakeholders, clients and suppliers, address current climate change challenges and promote a holistic approach of the interconnected pillars that have been formed.

Jungheinrich's primary concern is the development of its activities and services, and it works tirelessly to meet and exceed its commitments and objectives.

Environment



We are committed to effectively managing waste generated by our operations by monitoring and controlling waste, promoting circular economy principles and ensuring proper treatment and disposal.

We prioritize air pollution and energy efficiency as major environmental concerns, constantly monitoring air pollutants and reducing carbon emissions, both direct and indirect from fossil fuel consumption and electricity generation.

Social



We work constantly to maintain a safe working environment, putting employee health and safety first and sustaining employee well-being by providing benefits that promote well-being in the workplace. We offer ongoing training and development programs to our employees in order to help them improve their personal and professional skills while also maintaining a fair and diverse culture at all levels of the organization, promoting equal opportunities and respecting human rights.

We build relationships, create wealth and jobs, support local businesses, encourage local suppliers and expand our socioeconomic impact.

Governance



Through the establishment of a strong corporate governance structure and the communication of transparent and accountable information, we promote business ethics, anti-corruption and anti-competitive behavior.

We apply ESG principles throughout our business and invest using sustainable and climate-related criteria to maximize the Organization's economic affluence and credibility, as well as opportunities for future growth and expansion.

To ensure business continuity, we implement appropriate risk management procedures and we respond to threats and emergencies through a comprehensive emergency preparedness plan.

We optimize our operations, processes and infrastructure through system automation and digitization in order to provide innovative high-end services and add value to the logistics community.

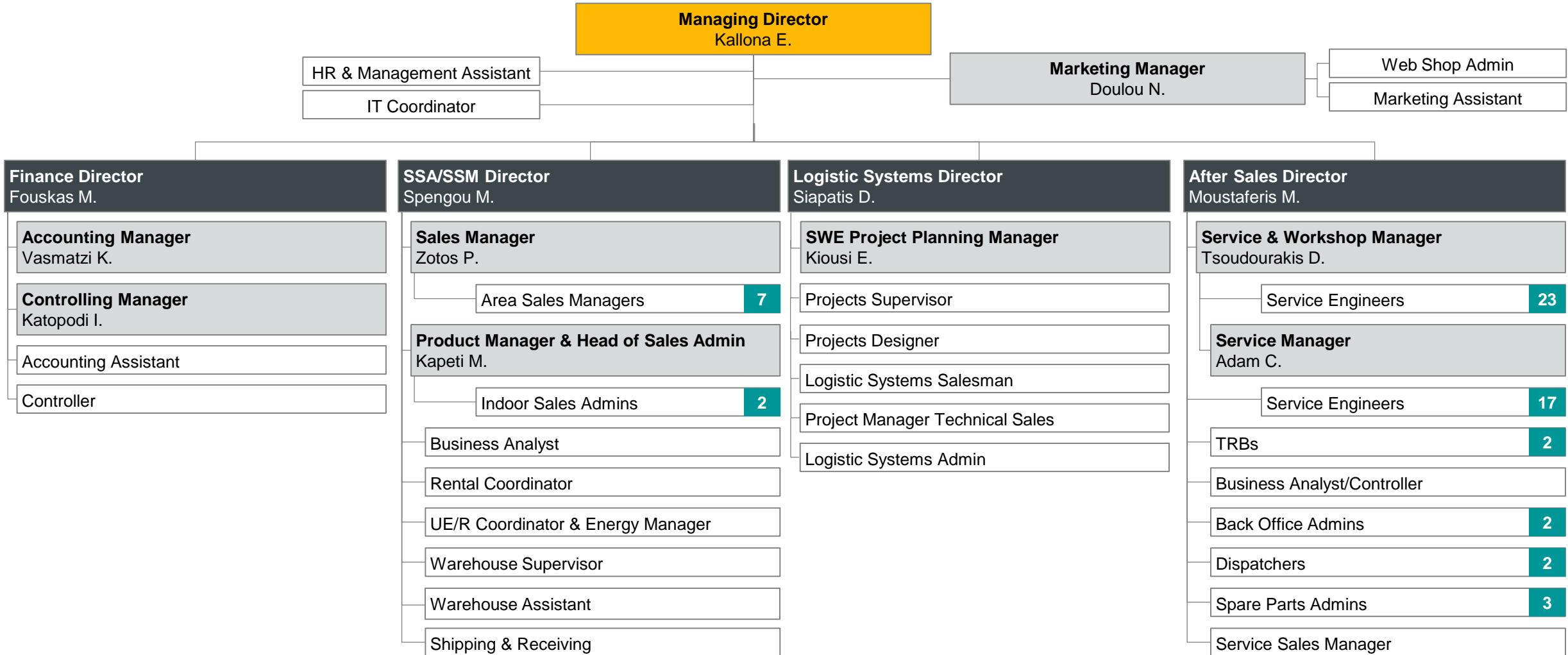
We are committed to designing and promoting services that incorporate ESG aspects in order to meet the expectations of our partners, as well as researching alternative energy sources and implementing innovative low-carbon solutions.

4.

Organization Structure

Visual Company Structure

- ML1 (Managing Director)
- ML2 (Directors)
- ML3 (Managers)
- FTEs (Employees)



5.

Risk Management



Controlling Threats & Opportunities

Risks and opportunities are a fundamental component of all business activities. In a complex, global market in particular there are number of external as well as internal influences on Jungheinrich business activities. The early identification of those risks and opportunities and the steps to be taken in response are an important element of corporate governance at Jungheinrich. The company's risk management system is responsible to recognize and evaluate the risks as well as the opportunities arising from these influences so that adequate control measures can be initiated.

Risks and opportunities include all future developments or events that could lead to a negative (risk) or positive (opportunity) deviations from targets. Jungheinrich's Board of Management is responsible for the development and maintenance an effective risk management system. The risk management unit defines and develops risk management methods and processes on an ongoing basis. This risk management system and unit covers all the length of Jungheinrich's structure and decentralized areas of operations.

Jungheinrich Hellas as a subsidiary of the Jungheinrich AG can take valuable information from the risk management unit, regarding all those risks and opportunities arising in the global market, so it is able to react proactively and effectively on those challenges, negative or positive, taking all the necessary actions.



6.

Materiality Assessment

- **SDGs and Materiality Assessment**
- **ESG materiality assessment matrix and topics**
 - Environment
 - Social
 - Governance

6.

Materiality Assessment

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SDGs & Materiality Assessment

The SDGs (Sustainable Development Goals) are global goals established by the United Nations, whereas ESG is a rating system used by businesses to assess their environmental, social and governance credentials, which are important to their stakeholders, particularly investors.

The UN adopted the SDGs in 2015 as a universal call to action to end poverty, protect the environment, and ensure that all people enjoy peace and prosperity by 2030 (www.undp.org). The 17 defined goals address the root causes of poverty and promise to leave no one behind, including vulnerable and minority groups. They also emphasize the urgent need to address climate change and protect the environment by shifting to sustainable consumption and production.

Sustainable Development Goals - SDGs



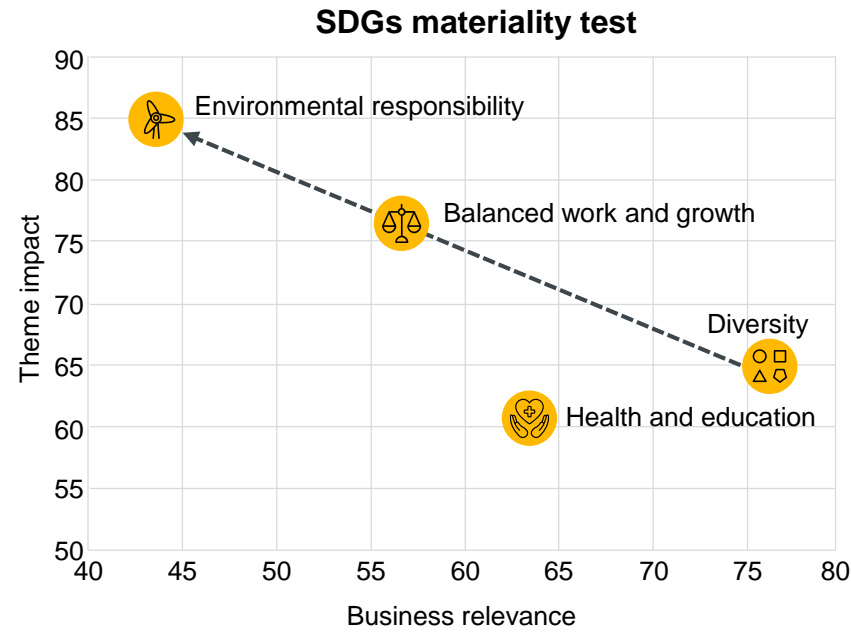
The 17 SDGs are meant to be universal, encompassing all countries and organizations. They are the fundamental pillars for ensuring future economic and business growth by eradicating poverty and protecting the environment. They recognize the role of the private sector in pursuing and financing sustainable development in collaboration with governments and civil society. The business community has a once-in-a-lifetime opportunity to embrace the SDG agenda and recognize it as a driver of business strategies, innovation and investment decisions. If the company does not participate in or make efforts to embrace the SDGs agenda, it will eventually become a sustainability crisis.













With the 17 SDGs in mind, a company begins by compiling a list of environmental, social and governance issues that are most important to the company's business operations, based on extensive research conducted both within and outside the organization.

Jungheinrich's Hellas materiality analysis captures the issues deemed materially important to our organization by our stakeholders and top management. It is the result of a process that included not only the shareholders of the company, but also megatrends and risk analysis, as well as benchmarking against international principles such as the UN SDGs.

Our most recent materiality analysis included our shareholders, customers, employees, suppliers and investors. These individuals were asked to rank the importance of each topic chosen from a long list compiled after a benchmarking exercise of megatrends and sector-specific sustainability issues and trends.

Materiality Table



	Balanced Work & Growth	Decent work and economic growth, SDG no 8	
	Diversity	Gender equality, SDG no 5 & Reduced inequalities, SDG no 10	 
	Health & Education	Good health and well-being, SDG no 3 & Quality education, SDG no 4	 
	Environmental Responsibility	Affordable and clean energy, SDG no 7, Responsible consumption and production, SDG no 12 & Life on land SDG no 15	  



6.

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ESG Materiality Assessment Matrix & Topics

Jungheinrich Materiality SDGs

Environmental



Social



Governance



The nine topics (10 SDGs) that are the most important for Jungheinrich Hellas are the following:

- Green House Gas emissions
- Energy
- Waste management – Circular Economy

- Occupational health & safety
- Employment
- Equal opportunities

- Cybersecurity
- Business ethics
- Corporate Governance

6.

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Energy Consumption & Air Emissions (1/2)

Categories



Management Approach

This disclosure is intended to provide information and data to Jungheinrich shareholders so that they can understand how the company manages the unavoidable impact of its business activities on air quality.



Key Challenges / Impacts

The primary sources of the company's energy consumption and carbon dioxide (CO₂) emissions are operational activities, which have an impact on the phenomenon of climate change and represent significant operating costs. The company's most important challenges in the coming years will be to reduce its carbon footprint and achieve net zero footprint.



Major Risks

Any deviations from the applicable legislation on industrial emissions may result in additional air pollution and additional costs due to the need to purchase additional CO₂ emission allowances, affecting the company's financial as well as its ability to retain and attract new customers, business partners and customers.



Commitment

In accordance with Jungheinrich's main priority areas, responsible use of energy and other natural resources. To achieve the ambitious targets of 30% CO₂ reduction and net zero footprint by 2030 and 2050, respectively.



Energy Consumption & Air Emissions (2/2)

Results

Total Energy consumption GRI 302-1

		2020	2021	2022
Energy consumption Non-Renewable sources	Natural Gas	n/a	n/a	n/a
	Gas oil (Diesel) in lt	97,905	101,062	103,600
	Petrol in lt	33,613	19,083	28,000
Energy purchased Electric power	Non-Renewable sources in Kwh	107,943	124,838	112,000
	RES (Renewable Energy Sources)	n/a	n/a	n/a

Air emissions CO₂

		2020	2021	2022
Direct GHG emissions (scope 1) GRI 305-1 ¹	Natural Gas	n/a	n/a	n/a
	Gas oil (Diesel) kg CO ₂ e/lt	264,344	272,867	279,720
	Petrol kg CO ₂ e/lt	77,310	43,891	64,400
Indirect GHG emissions (scope 2) GRI 305-2 ²	Electricity kg CO ₂ e/kWh	43,245	55,178	50,064
Indirect GHG emissions (scope 3) GRI 305-3 ³	Business travel KgCO ₂ e/km	n/a	n/a	640,562
Total GHG emissions		384,898	371,937	1,034,746

The conversion factors used for the calculation of Scope 1 GHG emissions are based on the data published in the European Investment Bank - EIB Project Carbon Footprint Methodologies, version 11.3 January 2023.


The conversion factors used for the calculation of Scope 2 GHG emissions are based on the data published in the European Investment Bank – EIB Project Carbon Footprint Methodologies, version 11.3 January 2023 and on the Association of Issuing Bodies AIB 2020 and 2021 annual report – European Residual Mixes Results, European Attribute Mix - Greece.

1 Occur from sources that are owned or controlled by the company, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc.; emissions from company's vehicles for the transportation of materials, products, waste, employees
 2 Accounts for GHG emissions from the generation of purchased electricity consumed by a company. Purchased electricity is defined as electricity that is purchased or otherwise brought into the organizational boundary of the company.
 3 Accounts for GHG emissions from sources that are not controlled by the company or are not classed as Scope 2 emissions. Examples of Scope 3 emissions are business travel by means not owned or controlled by the company, waste disposal, materials or fuels the company purchases

Waste Management & Circular Economy



Categories

- 

Management Approach

The goal of this disclosure is to provide information and data to Jungheinrich Hellas shareholders so that they can understand how the company manages waste generated by its operations and how management complies with environmental legislation while minimizing environmental impacts for all recipients.
- 

Key Challenges / Impacts

Waste collection, management and reduction are critical components of Jungheinrich Hellas environmental policy.

Jungheinrich Hellas recycles batteries, motor oil, paper and scrap metal.
- 

Control practices

Waste management and waste reduction are critical components of the company's environmental policy.

Where recycling is not possible, waste is deposited through Jungheinrich Hellas collaboration with waste management companies that have statutory approvals from the Hellenic Recycling Agency, as well as licensed (per waste category) waste collection, transportation, management and recovery contractors.
- 

Commitment

In accordance with the main priorities of Jungheinrich Hellas environmental policy, control continuous reduction and proper management of solid and liquid waste using recovery, reuse and recycling techniques where possible.

Results

Recycling of waste. Waste management GRI 306-2

		2020	2021	2022
Generated	Oils, Valvolines (Cytop) in Tones	8.82	8.96	9.9
	Batteries of trucks (Scrap) in kg	3,950	0	36,080
	Paper in Kg	n/a	n/a	n/a
	Scrap metal	n/a	n/a	n/a
Recycled	Oils, Valvolines (Cytop) in Tones	8.82	8.96	9.9
	Batteries of trucks (Scrap) in kg	3,950	0	36,080
	Paper in Kg	182	122	800
	Scrap metal	2,318	4,233	0
%	Oils, Valvolines (Cytop) in Tones	100%	100%	100%
	Batteries of trucks (Scrap) in kg	100%	0%	100%
	Paper in Kg	n/a	n/a	n/a
	Scrap metal	n/a	n/a	n/a

ESG

KPIs



Greenhouse gas emissions

This KPI measures the amount of greenhouse gas emissions generated from the intralogistics operations. By reducing greenhouse gas emissions, organizations can contribute to mitigating climate change.



Energy consumption

This KPI measures the amount of energy used in intralogistics operations. By reducing energy consumption, organizations can reduce their carbon footprint and lower costs.



Recycling rate

This KPI measures the percentage of waste that is recycled. A high recycling rate indicates effective waste management practices.

Results

	2020	2021	2022
Energy and gas emissions			
Direct GHG emissions Scope 1 - CO ₂ in kg	341.7	316.8	344.1
Indirect GHG emissions Scope 2 - CO ₂ in kg	43.2	55.2	50.1
Other indirect emissions Scope 3 - CO ₂ in kg	n/a	n/a	640.6
Total	384.9	371.9	1,034.7

Waste management - Circular economy	Recycling rate	100%	100%	100%





6.

Materiality Assessment

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Occupational Health & Safety Categories



 Management Approach	<p>The goal of this disclosure is to provide Jungheinrich Hellas shareholders with the best understanding possible of how the company is managing this material topic, which is critical to its responsible and sustainable development. (GRI 103-2b)</p> <p>Occupational Health and Safety has always been central to Jungheinrich’s Hellas operations and a primary business goal. The company recognizes its responsibility to ensure the best Health and Safety conditions in all of its work areas, as well as its employees’ or contractors’ right to work without risk, injury or occupational disease. [GRI 103-1a]</p>
 Key Challenges / Impacts	<p>The elimination of workplace accidents and occupational disease incidents promotes continuous, sustainable, productive employment and decent work, while also playing a critical role in strengthening the company’s competitiveness.</p>
 Major Risks	<p>Direct or indirect accident risks: Direct risks include natural, chemical and biological factors that cause accidents or occupational diseases. Indirect risks include the physical layout, functionality, access/evacuation routes, lighting and temperature of working areas, all of which contribute to accidents.</p> <p>Non-accident risks include organizational, psychological and ergonomic factors that, while not causing an accident, may have an impact on employees’ physical and mental health in the short or long run.</p>
 Commitment	<p>Jungheinrich Hellas continues to follow its main priority and its cornerstone for its success, which is “Zero occupational diseases and Zero accidents at work”.</p>

Practices

Jungheinrich Hellas strictly adheres to the current Greek and European Laws, as well as the regulatory provisions on Occupational Health and Safety. The systematic and ongoing efforts to foster and promote a corporate Health and Safety culture encourages all employees to take responsibility for their own personal safety as well as the safety of those around them.

To protect its employee’s health, Jungheinrich Hellas provides them with an additional private health and medical care program in addition to access to public health structures.

Health and hygiene issues are critical to the quality of life of the company’s employees and the communities in which it operates. Jungheinrich Hellas has consistently invested in this area, monitoring, assessing and controlling all work environment parameters to continuously improve employee health and ensure healthy living conditions at work, avoiding exposure to dust, noise, high or low temperatures and dangerous substances.

Jungheinrich Hellas workplaces are safe from a health and ergonomics point of view and are regularly risk assessed in line with modern technology and occupational healthcare standards.

Jungheinrich Hellas focus on preventing injuries, accidents and work-related illnesses. All accidents are recorded and analyzed and appropriate measures are implemented to prevent such accidents in the future. We aim to reduce the number of work-related accidents and the resulting absences from work to an absolute minimum.

Occupational Health & Safety

Categories



Practices (Continued)

Since 2020, Jungheinrich Hellas in order to safeguard the health of its employees and their safety at work, as well as the health of their families took several steps that included the following:

- Jungheinrich Hellas obtained the certification “DEKRA Standard Trusted facility – Hygiene measures”.
- Online seminars for all personnel, by DEKRA, with instructions for effective prevention against COVID-19.
- Signage with instructions was placed in all areas of the company as well as antiseptics, gloves, masks and wipes.
- Installation of an aqueous ozone decontamination system.
- Purchase and use of IMOP a floor drying and washing machine.
- Enabling teleworking.
- Online briefing to all staff on vaccination and pandemic issues by the pneumonologist Dr. Theodoros Vassilakopoulos.
- Completion of the annual necessary maintenance works in our facilities e.g., maintenance on air conditioners, fire extinguishers, elevators, security doors.

Jungheinrich Hellas has received certification from the Great Place to Work® organization. All Jungheinrich Hellas employees were invited to participate in the anonymous Great Place to Work® Hellas survey last April. Jungheinrich Hellas received the Great Place to Work® certification for 2022-2023 based on the results that reflected the staff's overall experience in the working environment and independent evaluation.

The evaluation focused on 5 specific modules, which according to Great Place to Work®, are considered very important for each working environment:

- Credibility of the administration
- Feeling of pride
- Companionship
- Justice and home affairs
- Respect for all workers

This distinction is significant for Jungheinrich Hellas and reflects the company's commitment to shaping and consolidating a strong corporate culture that provides equal opportunities and incentives for all employees in a modern working environment. The company's high employee ratings serve as a springboard for continuous improvement of the working environment as well as further personal and professional development of its employees. One critical aspect is that the company prioritizes personal and professional balance by promoting flexible working conditions through hybrid models. A high justice score is important in developing strong relationships and respect among employees.

Without our people we cannot achieve our goals, and we thank them all very much for their trust. We are committed to continually investing in the culture of trust and provide them with a Great Place to Work environment!

Elena Kallona, Managing Director of Jungheinrich Hellas

Employment Categories



 **Management Approach**

The purpose of this disclosure is to provide information and data to Jungheinrich’s Hellas shareholders for them to understand how the company manages its Human Asset within the context of its operational structure. [GRI 103-2b]

As an employer, Jungheinrich Hellas contributes to one of the most widely accepted social goals: raising living standards through full-time, secure employment and decent work. Retaining existing jobs while creating new ones is critical for each country's economic growth and societal well-being. All provisions of the current legislation are met by the company's labor practices.

 **Key Challenges / Impacts**

The recent pandemic led to a growing employee mobility, which resulted in reduced productivity due to employee departures, loss of valuable knowledge and expertise, as well as in loss of the financial investment made and of the time dedicated to their training.

Increased costs may incur in order to replace specialized personnel.

 **Major Risks**

Employment is a globally recognized goal that is linked to economic and social progress. Focusing on issues concerning decent working conditions, such as working environment, wages, benefits, working time, rest periods, leaves for absence, disciplinary and redundancy practices, motherhood protection, mental health and other welfare issues, is a top priority for the company, as they affect employee satisfaction and are key factors in employee retention.

Increased labor market competition and increased employee mobility may result in decreased productivity due to employee resignations, loss of valuable knowledge and expertise gained through the employment of the resigned employee, as well as loss of the financial investment made and the time dedicated to their training. It is also possible that costs will rise as a result of the need to replace specialized personnel.

 **Commitment**

Training, development, management and human resource retention by implementing practices that promote a work environment free of discrimination, equal opportunities and respect for human rights in accordance with Jungheinrich Hellas main priorities.

Employment Results

		2020	2021	2022	2022 %	
Direct employees [GRI 102-8]		77	84	86		
Indirect employees		4	8	5		
Gender	Total	81	92	91		
	Men	67	74	71	78%	
	Women	14	18	20	22%	
Age Group	20-30	17	21	21	23%	
	31-40	30	36	28	31%	
	41-50	25	26	31	34%	
	51-60	7	7	10	11%	
	61-	2	2	1	1%	
Employment contracts by gender	Permanent	Men	66	74	71	
		Women	15	18	20	
	Fixed-term	Men	0	0	0	
		Women	0	0	0	
Contracts by country	Permanent	Greece	81	92	88	97%
	Fixed-term	Greece	0	0	3	3%
Employment types by gender	Full-time	Men	66	74	71	
		Women	15	18	20	
	Part-time	Men	0	0	0	
		Women	0	0	0	
Employee turnover	Men	15	11	14		
	Women	9	1	0		

During the period 2020 – 2022, direct employment increased significantly by 11.7%, the total number raised from 77 in 2020 to 86 employees in 2022. The participation of women in direct employment in the total numbers of employees is 21.98% and rose from 17.28% in 2020, there is an increase of 42.8% compared to the base year of 2020.

Throughout the period 2020 –2022, all employees have permanent and full-time employment.

The percentage of employee turnover is too high. During 2020 the percentage was 29.6%, as due to the lockdown, there was 24 cases of voluntary and non-voluntary departures. The rest two years, the percentage dropped to 13% for 2021 and 15.4% for 2022. It is important to pinpoint that the number of new hires after the lockdown in 2021, was high too.

Employee Development & Training

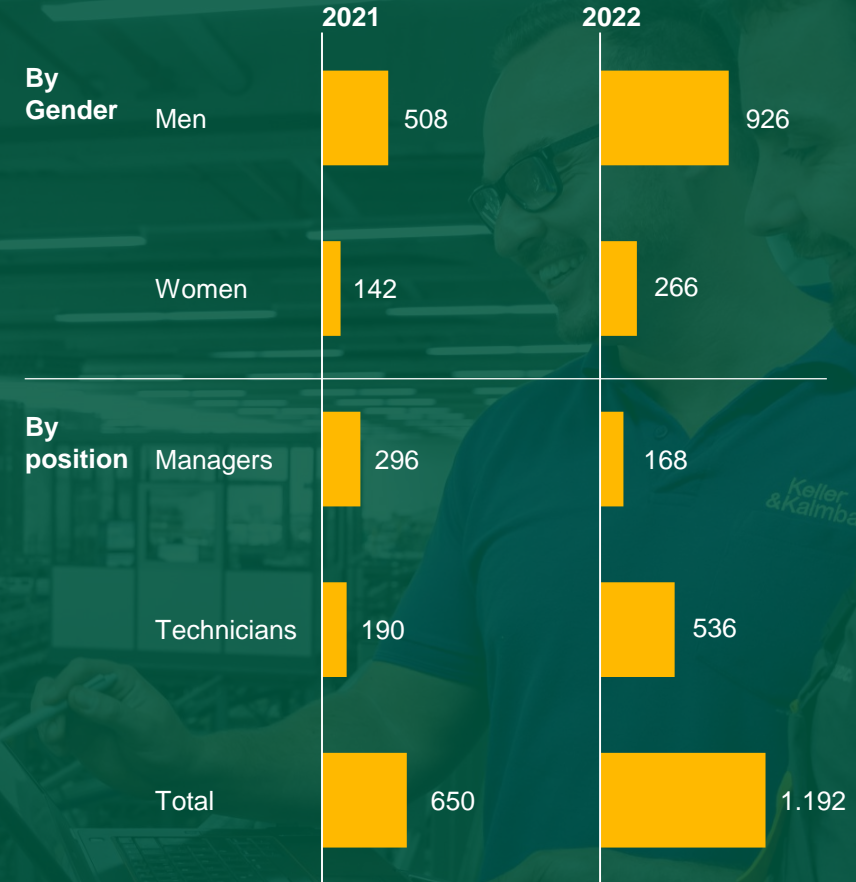
Practices

Investing in people means higher performance for Jungheinrich Hellas. The company is committed to safeguarding the professionalism and the continuous development of the professional skills of its people. The training programs aim to enhance employee performance, upgrade their technical skills and improve their ability to understand IT software issues, GDPR and ESG issues.

The training program focuses on the following topics:

-  Data protection
-  Competitive Law – Preventing anti-competitive practices
-  Lithium battery training
-  Code of Conduct – Best practices
-  Effective Communication & Collaboration
-  Introduction to Peer Group coaching
-  Preventing bribery & corruption
-  Sales practices
-  Covid-19 – Vaccination and pandemic
-  Leadership practices

Results



The above table shows an increase of 83.4% in the total training hours. There is a significant increase on the training hours/employee, from 7.06 hours in 2021 to 13.1 in 2022. A significant increase there is also on the ratio regarding the training hours per technician, which stands at 12.2 hours per technician in 2022 compared with the one in 2021, which was 4.63 hours.

Equal Opportunities Categories



Management Approach

Jungheinrich's core practice is to provide an environment of equal opportunities in which all employees have the same rights and are treated fairly and in accordance with their ability to respond to their assigned roles.

According to the company's **Human Rights policy**, it is committed to providing equal opportunities and prohibits discrimination and harassment. The corporate procedures for attracting and recruiting employees, access to education and training, rewards, performance evaluation and cooperation termination are free of discrimination based on race, gender, color, nation or social origin, religion, age, disability, sexual orientation or political beliefs. Any offensive or inappropriate behavior, unfair treatment or retaliation is not tolerated by the company.

In terms of gender equality at work, the company is committed to taking appropriate steps to eliminate all forms of discrimination against women in employment, equal pay for equal work, vocational education and training, and decision-making processes.

When collecting personal information or inspecting work areas, Jungheinrich respects the privacy of its workforce personal data (GDPR).

In addition, the company intends to sign the Diversity Charter as part of its commitment to implementing best practices in corporate governance.



Key Challenges / Impacts

The company's main challenge is to ensure equal opportunities by eliminating discriminatory practices based on wage, age, gender, disability, race, nationality, religion or sexual orientation and by promoting actions to provide a working environment in which every employee has the same rights and is treated fairly and in accordance with their abilities to perform their respective duties.



Major Risks

Because the Logistics sector is overwhelmingly male dominated, the participation of women in employment (proportionally and in accordance with job requirements) is the primary issue in promoting equal opportunities and diversity at the workplace.

Employee morale and productivity may suffer as a result of such risk and pay disparities may make it difficult to retain qualified employees.



Commitment

Provision of equal opportunities without discrimination, in accordance with the main priorities of Jungheinrich.

Equal Opportunities

Results

Diversity of Jungheinrich Hellas Governance body, Executive, management personnel/ GRI 405-1



		2020	2021	2022
Board of Directors (ML1 + ML2)	Men	3	3	3
	Women	2	2	2
	<30	0	0	0
	30-50 years old	4	4	4
	>50	1	1	1
Managers (ML3)	Men	4	4	3
	Women	3	2	4
	<30	0	0	0
	30-50 years old	7	6	7
	>50	0	0	0
Office employees/ Salesmen	Men	21	26	21
	Women	10	14	14
	<30	13	16	13
	30-50 years old	14	20	17
	>50	4	4	5
	Employees of nationalities other than Greek	1	1	1
Workers & Technical staff	Men	38	41	44
	Women	0	0	0
	<30	4	5	8
	30-50 years old	30	32	31
	>50	4	4	5
	Employees of nationalities other than Greek	2	2	3
Female employees in managerial positions	Total women	15	18	20
	Number in managerial positions	5	4	6

Throughout the 2020 – 2022 period the percentage of women in the managerial levels, ML1 & ML2, is 40%, while in the managerial level ML3 the presence of women ranges from 42% in 2020 to 57% in 2022, which is significantly high.

The percentage of women in the Office employees/salesmen category is also high as it ranges from 32% in 2020 to 40% in 2022.

In the last category of Workers/ technicians, it is logical, that due to the nature of duties there are no women employed.

However, there are 3 employees in 2022 with nationality other than Greek.

Furthermore, 30% of the total number of women employed in 2022, have managerial positions.

The above figures clearly shows that Jungheinrich Hellas follows its principles to offer equal opportunities to all its employees.

Social Contribution

Jungheinrich Hellas and its staff participate in various activities to support environmental actions, local communities and students.



Donation to the local Fire Brigade station – Fire workers and fire victims



Donation to “Elpida” Association



Jungheinrich Hellas was the main sponsor of the Greek Youth team “RoboCores”, which participated in the World Robotics Olympiad WRO2022, held in Dortmund 17-19/11. It is held under the auspices of the President of the European Commission, Ursula Von der Leyen, and a total of more than 350 teams from 85 countries participate. The Greek team won the second place. The RoboCores team from Western Greece, which is participating with Pop2See Smart Class, an innovative device system that helps students with severe visual impairments to have equal access to the school process. More specifically, it is an idea that consists of two devices, a) a Braille* device for writing and reading and b) a web camera that helps to convert the school board, texts or documents into Braille.



Workshop in collaboration with Supply Chain Institute – Warehouse staff



ESG

KPIs



Employee diversity and inclusion

This KPI measures the diversity and inclusivity of the workforce.

By promoting diversity and inclusion, organizations can create a more equitable and inclusive workplace.



Employee training and development

This KPI measures the level of employee training and development.

By investing in employee training and development, organizations can create a skilled and engaged workforce.



Employee health and safety

This KPI measures the number of workplace accidents, injuries and illnesses.

By prioritizing employee health and safety, organizations can create a safe and healthy work environment.

Results

		2020	2021	2022
Employment	% of woman in managerial positions	33.3%	22.2%	30.0%
	% of employees 30-50 years old	67.9%	67.4%	64.8%
	Average training man-hours (Managers)	n/a	26.9	14.0
	Average training man-hours (Workers & technician staff)	n/a	4.63	12.2
Occupational Health & Safety	Total number of recordable accidents	0	0	2
	Total number of days absent due to illness	163	143	435

6.

Materiality Assessment

- SDGs and Materiality Assessment
- ESG materiality assessment matrix and topics
 - Environment
 - Social
 - **Governance**

Cybersecurity

Categories



Management Approach

This disclosure is intended to inform Jungheinrich's shareholders about how the company manages the threat of cyber-attacks, as failure to protect our operations may result in financial loss, customer disruption or data loss. This could harm the company's reputation, ability to attract and retain customers and competitive advantage. [GRI 103-2b]



Key Challenges / Major risks

Organizations face new and evolving challenges as the information society evolves. Information digitization, data privacy and protection, cybersecurity and information governance all necessitate ongoing vigilance.

Our stakeholders consider the aforementioned risk areas to be critical material sustainability challenges and Jungheinrich Hellas works systematically to raise awareness, prevent and detect threats and manage risks. In doing so, Jungheinrich Hellas follows all applicable laws, honors its contractual and moral obligations to customers and safeguards its intellectual property and information assets.

Jungheinrich Hellas has created its own framework and procedure manual to mitigate the impact of a cybersecurity breach. Furthermore, a continuous information security awareness training program has been implemented across the company. The program's goal is to ensure that all employees who have access to information and information systems understand the importance of information security, recognize the responsibilities assigned to them under the information Security Framework and carry out their duties in accordance with the relevant procedures.

The training program covers the following topics:

- Mandatory online training for all employees ("Information Security")
- Continuous emails & updates from IT regarding spam/phishing attempts
- Video creation with instructions
- Campaigns against phishing attempts
- Honeypot device installation (Canary)
- USB stick use prohibition
- Internet addresses limitations

Business Ethics

Categories



Management Approach

Jungheinrich recognizes that ensuring transparency and integrity in all transactions arising from its business activities is critical to the company's long-term viability and growth.

The purpose of this disclosure is to inform Jungheinrich's shareholders about how the company manages the need to limit its exposure to corruption and bribery while also strengthening the culture of anti-corruption compliance. [GRI 103-2b]

Addressing corruption and bribery is critical for Jungheinrich because:

- (a) it improves risk identification, assessment and management, as well as legal compliance
- (b) it strengthens the company's protection against fraud and abuse, further enhancing its corporate image



Key Challenges / Impacts

Jungheinrich Hellas recognizes that corruption, bribery, fraud, violations of healthy competition and money laundering undermine the moral environment of businesses and have a wide range of negative consequences, including violations of human rights, negative environmental impacts, distortion of healthy competition and impediments to the distribution of wealth and economic development. These effects are a serious impediment to Sustainable Development because they disproportionately affect poor communities and erode the very fabric of society.



Major Risks

As Jungheinrich Hellas is a subsidiary of Jungheinrich AG, which is listed on the SDAX, any deviation from the Company's principles, rules, procedures and ethical practices may seriously jeopardize its good reputation and credibility, investors' trust in it and as a result, its financial results and ability to attract new customers and undertake new projects.



Commitment

Zero tolerance of situations of corruption, bribery or any violation of integrity in accordance with the main priorities and Code of Conduct of Jungheinrich Hellas.



Practices

The Code of Conduct addresses issues such as integrity, conflicts of interest, political contributions, bribery and corruption and fair competition. This Code's expectations include not engaging in any form of bribery or corruption, treating everyone with fairness, dignity and respect, adhering strictly to legal requirements and not seeking any business advantage that would compromise Jungheinrich's integrity or threaten its assets, brand, people, or intellectual property.

Moreover, since 2020 Jungheinrich AG is member of the [Integrity Next](https://app.integritynext.com/profiles/603f61bd-e68a-40f9-a166-bae8f5277e88) platform and in the following link there is the company's sustainability profile <https://app.integritynext.com/profiles/603f61bd-e68a-40f9-a166-bae8f5277e88> regarding the analysis of a supplier with focus on compliance with regulatory requirements and sustainability standards.

Corporate Governance Results

Managing Directors	Managing Directors of Sales Units that belong to S3-region of the Group. The countries are Greece, Italy, Spain, Portugal, Czech Republic, Hungary, Romania, Serbia, Slovenia, Slovakia and Turkey.
Strategy 2025+ team	An internal team consisting mainly of the Greek management team. The team has set specific goals for 2023 which are aligned with the company's Strategy 2025+.
ESG team	Internal team consisting of seven people from different departments working on ESG issues.
Customer experience (CX) team	An internal team consisting of five people from different departments and engaged in a series of actions for the best service and overall experience of our customers.
Processes team	In 2022, an internal team of ten employees from all departments was created to update the company's processes and to record the new ones of each department.
Digital workplace experts' community	In the last year, a global community has been created involving country IT Coordinators and employees from other departments to train them in Microsoft's digital tools. Eight people from Greece are involved and are responsible for training colleagues on the new tools and especially on Microsoft Teams, solving questions, creating local presentations/manuals and participating in meetings with the rest of the DWP Experts community.

Compliance Officers	The Compliance Officers of each country monitor all Compliance-related regulations and procedures originate from Jungheinrich AG. They translate the regulations, make sure they follow the country's standards and keep colleagues informed of changes and new procedures.
Change Facilitators	Change Facilitation is a project involving employees from all over the world, regardless of their position in the company. They are divided into English-speaking groups and within six months they are trained on specific topics related to change management. At the end of the program, participants are considered Change Facilitators for their country and able to advise any department or project leader on managing new projects.

ESG

KPIs



Ethical business practices

This KPI measures the organization's commitment to ethical business practices, such as fair labor practices and responsible supply chain management.



Transparency and accountability

These KPI measure the organization's level of transparency and accountability, such as reporting on ESG performance and engaging with stakeholders.

By promoting transparency and accountability, organizations can build trust with stakeholders and enhance their reputation.

Results

	2020	2021	2022
Number of women in Managerial positions	5	4	6
Sustainability Committee	-	-	✓
Code of conduct	✓	✓	✓
Publication of Annual sustainability report	-	-	✓
Incidents of law violation in labour issues	0	0	0
Confirmed incidents of corruption and Bribery	0	0	0

7.

ESG 2023 Targets

Jungheinrich ESG Targets

	Jungheinrich ESG targets	2023	Medium Term	Long Term
Environmental	Scope 1			
	Partial replacement of petrol of diesel cars with electric ones	10%	30%	100%
	Scope 2			
	Installation of a photovoltaic park	100%		
	Reduction of electricity consumption	2%	5%	10%
	Scope 3			
	Reduction of waste generated in operations	KPI	5%	10%
	End of life treatment of sold products management	KPI	Improvement	
	Investments with Positive Environmental Footprint	20%	50%	100%
	Increase recycling	KPI	30%	50%
Social	Equal opportunities & Diversity			
	Participation in more social events & actions	KPI	Improvement	
	Training in health & safety issues			
Governance	Cybersecurity Enhancement & Training. Business continuity against natural disaster			
	Training in business ethics issues, such as Code of Conduct, anti-bribery, etc.	KPI	Improvement	
General	Improve data quality for increased accuracy in carbon footprint calculations			
	Team engagement & participation in actions	Continuous Effort		

Follow up "Fit for 55" the new EU's target of reducing the GHG emissions by at least 55% by 2030

8.

GRI Content Index

GRI (Global Reporting Initiative) is an independent, international organization that helps businesses and other organizations take responsibility for their impacts, by providing them with the global common language to communicate those impacts.

It provides the world's most widely used standards for sustainability reporting – the GRI standards.

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2021 (GRI: In
accordance - Core)

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