

The background of the cover is a photograph of a sustainable energy facility. In the foreground, there are large, light-colored rocks and a field of tall green grass. In the middle ground, there are solar panels and a large, modern building with a glass facade. In the background, there are several wind turbines under a cloudy sky at dusk or dawn.

# Annual Sustainability Report

Athens, June 2024

# About this report

Jungheinrich Hellas ESG report is published annually [GRI 2-3] and covers the period from 1/1/2023 to 31/12/2023 [GRI 2-3] was prepared in accordance with the Standards of the Global Reporting Initiative (GRI STANDARDS) and the 17 Principles of the UN Global Development Goals.

The structure of the report is organised with a view to presenting quantitative and qualitative data about the performance of Jungheinrich Hellas in meeting Key Environmental, Social and Governance (ESG) criteria and has been prepared in accordance with the new 2021 GRI Standards.

The content focuses on the sustainability topics which are of material significance for the achievement of the strategic goals of Jungheinrich Hellas and which have been identified based on the company's formal Materiality process [GRI 3-2] in accordance with the GRI Standards.



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# Letter from the MD

[GRI 2-6] [GRI 2-6] [GRI 2-22]



Dear Readers,

For Jungheinrich, sustainability considerations involve how the company manages its environmental footprint, its relationships with employees, suppliers, and the community, as well as how it maintains transparency and accountability in its corporate governance structure.

Globally, our investors and stakeholders increasingly consider sustainability factors when making investment decisions, as they believe that companies that prioritize them are better positioned for long-term growth and value creation. Therefore, it's important for Jungheinrich to integrate Environmental, Social, and Governance (ESG) considerations into our business practices and strategies.

But paying attention to ESG issues is increasingly imperative for companies across various industries. According to the latest McKinsey Global Survey, 83% of C-suite executives and investment professionals anticipate that ESG programs will yield more shareholder value in five years than they currently do. Accenture's research on responsible leadership reveals that companies with high ESG ratings enjoy average operating margins 3.7 times higher than lower performers, with shareholders receiving annual total returns 2.6 times higher. We're proud to be one of the few companies which support these research findings in Greece.

Sustainability, as a business approach, aims to create long-term value by considering ecological, social, and economic factors. This strategy assumes that developing such approaches fosters company longevity. As expectations for corporate responsibility rise and transparency becomes more prevalent, Jungheinrich as a group recognize the necessity to act on sustainability beyond mere communication and intentions.

More precisely, as a company committed to promoting sustainable practices and 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 conduct. We also regularly review and update our policies and procedures to ensure that they remain relevant and effective in addressing emerging issues. We understand the importance of 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 are happy to have Illustrative of sustainability initiatives across industries like a company recognized for sustainability provides technology and energy solutions to reduce carbon footprints

Dear Readers,

In closing, Jungheinrich's sustainability report underscores our unwavering commitment to environmental stewardship, social responsibility, and corporate governance. Through meticulous efforts and strategic initiatives, we have embraced sustainability as a core tenet of our operations, recognizing its profound impact on both the present and future of our planet. Our journey towards sustainability is not merely a corporate obligation but a moral imperative. It reflects our dedication to fostering positive change within our communities, reducing our environmental footprint, and upholding the highest standards of ethical conduct. Together, with our stakeholders, partners, and employees, we will continue to drive meaningful progress towards a world where prosperity is synonymous with environmental preservation and social equity.

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, 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, shelving systems, services, and advice to its customers. Uniting economic, social and environmental responsibility is the focus of all its business activities, and the corporate strategy 25+ pursues the aim of creating sustainable value for all stakeholders.

Jungheinrich and its global workforce of around 21.000 employees generated revenue of €5.54 billion in 2023. The global network covers 12 production plants and 42 service and sales companies. Its stock is traded on the MDAX.


Jungheinrich Hellas Ltd, headquartered in Athens, Aharnes 13678, Greece, was established in 2000 as a subsidiary of the Jungheinrich Group. Today, it leads the Greek logistics market with an integrated fleet of more than 600 different types of lifting machines, advanced technology automated storage systems, and a 99-member dynamic team of well-trained technicians consultants, salesmen, and administrative personnel throughout Greece.

In 2023, the Greek subsidiary achieved revenue of €28.7 million, with an EBITDA of €3.86 million and an EBT of €1.63 million. Despite the war in Ukraine and the other geopolitical and macroeconomic challenges, all of the above figures show an increase of 6.7%, 26.3%, and 21.8%, respectively.




# Leadership Principles & Mission


## Values

- 
**Open** For new ideas, change and cross-functional collaboration


---

- 
**Active** By taking ownership, driving our topics and bringing them to life

---

- 
**Efficient** By finding lean solutions, saving resources and staying focused

---

- 
**We care** For each other, our customers and our environment by building trust and treating all with respect

## 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's Managing Director, is Vice Chairwoman of the Hellenic-German Chamber of Commerce and Industry Board of Directors, and is a member of the same Chamber's 'Empowering People' committee.

She is, member of the working group Leadership Equality of EASE, the Association of Chief Executive Officers in Greece.

She is also, a Corporate member representative at Hellenic Logistics Association and an active member of the Organizing Board of the WiL (Women in Logistics HUB), supported by the Hellenic Logistics Society (EEL).

Jungheinrich's Logistics Director, Mr. Dimitris Siapatis, is also Corporate member representative at Hellenic Logistics Association.

Jungheinrich's Managing Director is among the 10 Top Leaders in Greece in the category CEO of Humans and has been among the 30 Most Powerful Women in Business for the last four years (Fortune: Most Powerful Women in Business).

## Certifications

For the third time in a row, Jungheinrich 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.



# 2.

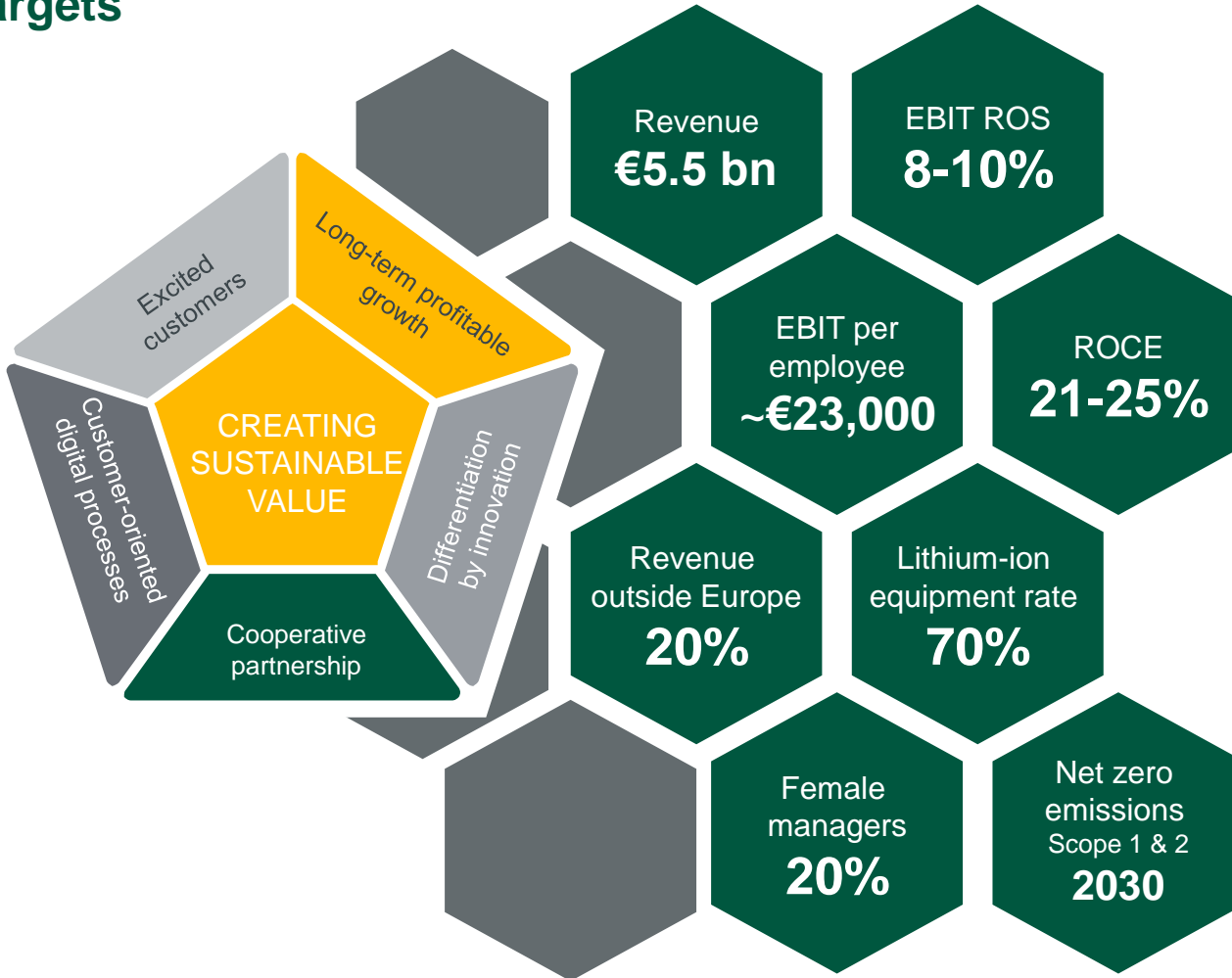
## Business Strategy



# Strategy 2025+

With the aim of creating sustainable value for all stakeholders, Jungheinrich has been consistently implementing its corporate strategy 2025+ since autumn 2020. The six fields of actions are the following:

## Our Targets



## Our fields of action



Automation



Digitalization



Energy systems



Efficiency




Global Footprint




Sustainability

# Business strategy


We continued implementing strategy 2025+ in the 2023 fiscal year. Despite the ongoing challenging conditions from both a macroeconomic and geopolitical point of view, initiatives and measures were still implemented in all six fields of action.

- 


**Automation: key factor in envisaged growth**

The focus of Jungheinrich measures in the automation strategic field of action is on mobile robots and automated storage retrieval systems (ASRS). Mobile robots includes both Automated Guided Vehicles (AGV) and Autonomous Mobile Robots (AMR)
- 


**Digitalization: further development of the IT infrastructure**

The digital fleet management system FMS is now available in 25 countries. Expansion to further countries, especially outside Europe, is planned for the coming years
- 


**Energy systems: sharp increase in demand in core business**

Jungheinrich ceased manufacturing engine-powered trucks in March 2023 and since then manufactures 100% electric trucks
- 

**Efficiency: organizational and procedural transformation is progressing**

A new plant in Czechia, started manufacturing the ETV 216 truck since June 2023. Jungheinrich expanded in Madrid with a focus on internal IT services and development in digital products. Increased efficiency through the DEEP program
- 

**Global footprint: present to the American market with Storage Solutions**

With the acquisition of the Storage Solutions Group in the US, Jungheinrich has significantly expanded its global footprint and achieved its strategic goal to grow through acquisitions
- 

**Sustainability: creating sustainable value remains the main focus**

Transition to electricity from renewable energy implemented in 28 countries. Expansion of the CO<sub>2</sub> neutral after sales service in five markets. Jungheinrich joined the UN Global Compact Initiative



# 3.

# Sustainability Strategy

# Sustainability Strategy

Sustainability is in Jungheinrich's DNA. As a family-owned listed company, our business activities revolve around our environmental, social and economic responsibilities. Jungheinrich is also committed to meeting the demands of its stakeholders. Jungheinrich keeps the impact of its business activities on people and the environment as low as possible.

As a Sustainability Enabler, Jungheinrich's products and solutions are contributing to the sustainable transformation of the intralogistics sector. This is why sustainability is one of its six fields of action and an integral part of the corporate strategy 2025+, one with an important role to play in shaping the future development of the company.

As part of the aforementioned corporate strategy 2025+, Jungheinrich announced measurable sustainability targets, including with regards to greenhouse gas emissions, waste management and occupational health and safety. This supports the company's long-term goal of becoming a Sustainability Enabler.

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.

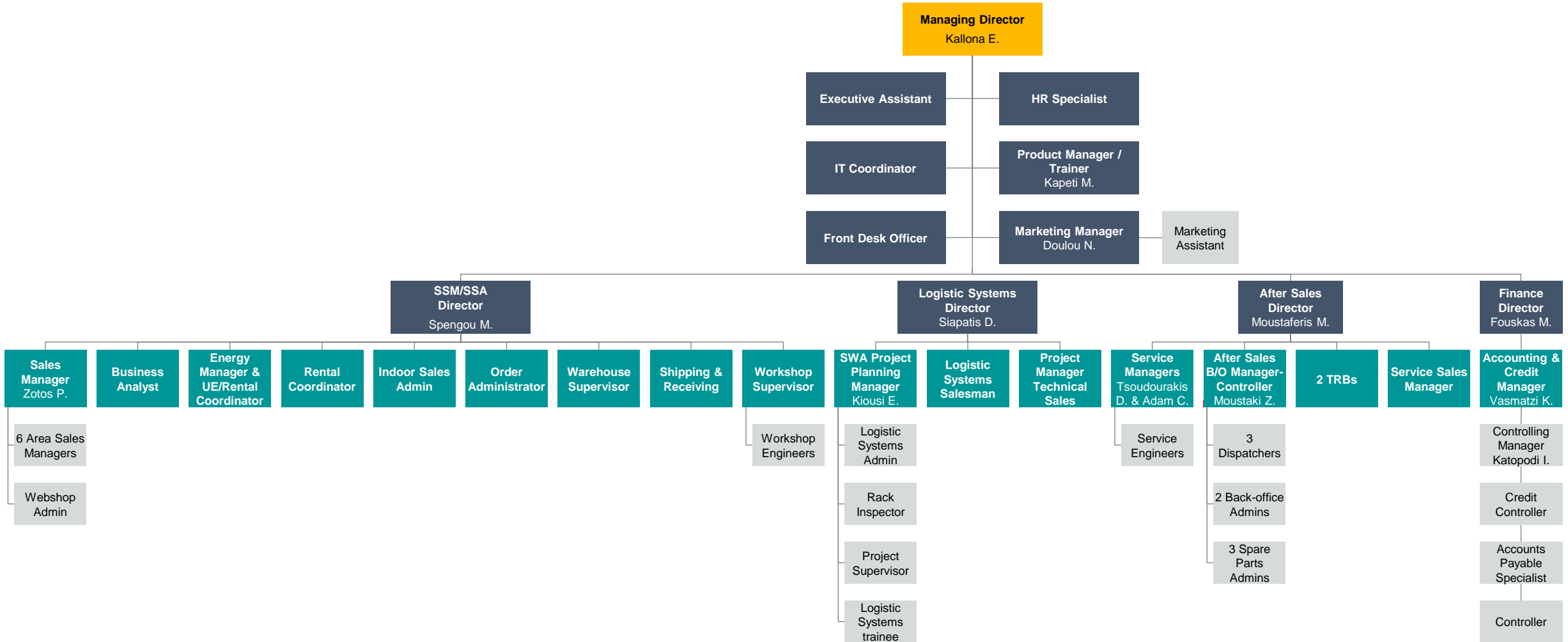
We optimize our operations, processes, and infrastructure through system automation and digitization in order to provide innovative high-end services and add value to the logistics community as a whole.

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

# Organization Structure



# 5.

# Risk Management

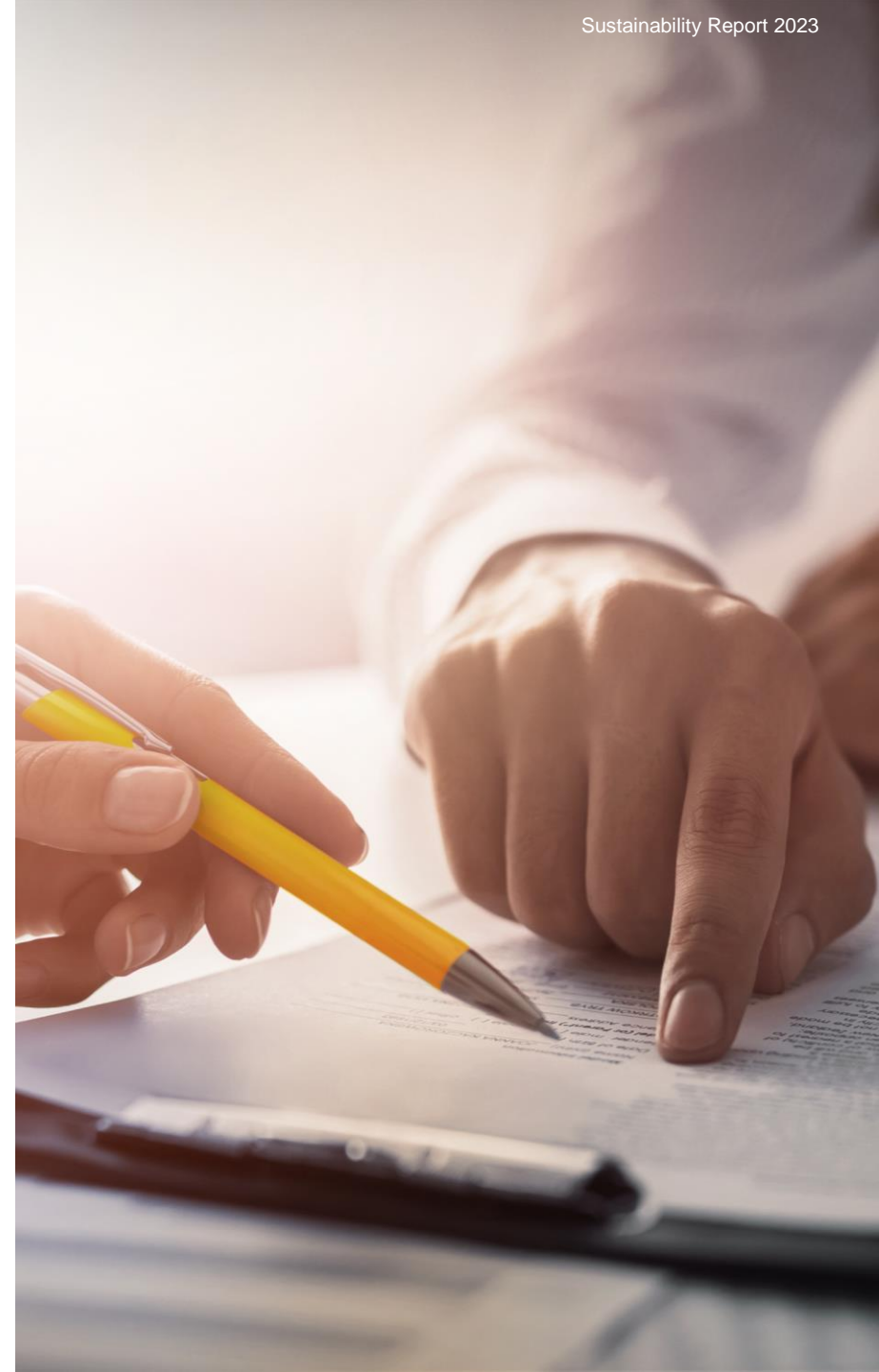


# Controlling Threats & Opportunities

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 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 structure and decentralized areas of operations.

Jungheinrich Hellas as a subsidiary of the Jungheinrich Group 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

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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](http://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 Sustainable Development Strategy aims to create long-term and sustainable value

for its shareholders and other Stakeholders groups through a holistic approach that combines economic stability with social and environmental sustainability. It is implemented through three key levels, which are inextricably linked to each other, and is governed by specific Principles that ensure comprehensiveness (Materiality Principle), quality (Stakeholder Engagement Principle) and transparency (Accountability Principle) across all activities.

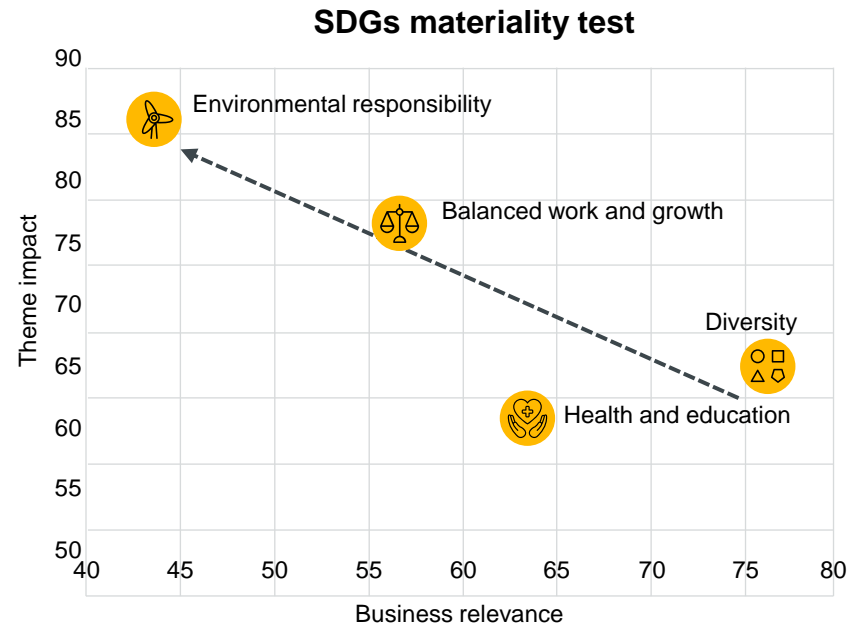
Jungheinrich's Hellas materiality analysis captures the issues deemed materially important to our organization by our stakeholders and top management. It is the result of a process that included not only the shareholders of the company, but also megatrends and risk analysis, as well as benchmarking against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












There are three stages of the process for determining the Material Non-Financial Issues for the year 2023.

- 1 Identification stage
- 2 Prioritization stage
- 3 Validation stage

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



	<b>Balanced Work &amp; Growth</b>	Decent work and economic growth, SDG no 8	
	<b>Diversity</b>	Gender equality, SDG no 5 & Reduced inequalities, SDG no 10	 
	<b>Health &amp; Education</b>	Good health and well-being, SDG no 3 & Quality education, SDG no 4	 
	<b>Environmental Responsibility</b>	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 (9 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.

## Materiality Assessment

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# Corporate Carbon Footprint (CCF)

## 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 (CO<sub>2</sub>) 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 CO<sub>2</sub> 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% CO<sub>2</sub> reduction and net zero footprint by 2030 and 2050, respectively.

The main impact recipients are: the environment, the Company, the human rights



# Energy Consumption

## Results

### Total Energy consumption GRI 302-1

		2021	2022	2023
<b>Energy consumption</b> Non-Renewable sources	<b>Natural Gas</b>	n/a	n/a	n/a
	<b>Gas oil (Diesel) in lt</b>	101,062	103,600	84,161
	<b>Petrol in lt</b>	19,083	28,000	43,345
<b>Energy purchased</b> Electric power	<b>Non-Renewable sources in Kwh</b>	124,838	112,000	114,217
	<b>RES (Renewable Energy Sources)</b>	n/a	n/a	n/a

# Waste Management & Circular Economy



## Categories



### Management Approach

The goal of this disclosure is to provide information and data to Jungheinrich 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.

JH 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 JH 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

	Generated			Recycled			%		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>Hazardous</b>									
<b>Oils, Valvolines (Cytob) in Tones</b>	8.96	9.9	13.6	8.96	9.90	13.6	100%	100%	100%
<b>Batteries of trucks (Scrap) in kg Li-lion</b>	0.0	36,080	3,750	0.0	36,080	3,750	0.0%	100%	100%
<b>Batteries of trucks (Scrap) in kg w/o Li-lion</b>	n/a	n/a	4,400	n/a	n/a	4,400	n/a	n/a	100%
<b>Electronic devices</b>	n/a	n/a	2,176	n/a	n/a	2,176	n/a	n/a	100%
<b>Workshop washing waste</b>	n/a	n/a	70	n/a	n/a	70	n/a	n/a	100%
<b>Used spare parts, spray, cloths</b>	n/a	n/a	140	n/a	n/a	140	n/a	n/a	100%
<b>Non-hazardous</b>									
<b>Paper in Kg</b>	n/a	n/a	158	122	800	158	n/a	n/a	100%
<b>Scrap metal</b>	n/a	0	45,920	4,233	0.0	45,920	n/a	n/a	100%
<b>Carton - plastic</b>	n/a	n/a	2,900	n/a	n/a	2,900	n/a	n/a	100%

# Total Corporate Carbon Footprint (CCF)

## 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



**Waste management**  
 This KPI measures the amount of waste generated from company's activities

## Results

Scope	2021	2022	2023
<b>1</b> Fuel and Gas consumption fugitive emissions	297.5	328.7	306.2
<b>2</b> Energy	50.6	0.0	0.3
<b>3.1</b> Purchased goods and services	1,435.2	1,673.6	1,297.2
<b>3.2</b> Capital goods	4.5	15.8	38.2
<b>3.3</b> Fuel & energy - related activities not included in Scope 1	73.4	80.4	76.6
<b>3.3</b> Fuel & energy - related activities not included in Scope 2	9.0	4.5	9.7
<b>3.4.1</b> Upstream transportation	473.1	521.8	343.1
<b>3.4.2</b> Distribution - Electricity & Natural Gas	0.0	0.2	0.3
<b>3.5</b> Waste generated in operations	2.3	1.0	13.3
<b>3.6</b> Business travel	33.7	86.4	116.6
<b>3.6</b> Spend-based	15.3	20.6	0.0
<b>3.7</b> Employees commuting	60.0	60.0	22.9
<b>3.9.1</b> Transportation (in extrapolation)	157.7	173.9	219.3
<b>3.9.2</b> Distribution in extrapolation - Electricity & Natural Gas	0.0	0.1	0.2
<b>3.11</b> Use of sold products	5,836.7	5,132.5	5,282.7
<b>3.12</b> End of Life treatment of sold products	204.1	270.5	647.9
<b>Total</b>	<b>8.653,0</b>	<b>8.370,0</b>	<b>8.374,6</b>

# 6.

## Materiality Assessment

- SDGs and Materiality Assessment
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  - Environment
  - **Social**
  - Governance

# Occupational Health & Safety

## Categories



### Management Approach

The goal of this disclosure is to provide Jungheinrich 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)

Occupational Health and Safety has always been central to Jungheinrich's 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]

### Key Challenges / Impacts

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. The prevention and mitigation of the identified risks is a matter of critical importance in the context of the Company's management of this issue.

### Major Risks

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.

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.

### Commitment

Jungheinrich continues to follow its main priority and its cornerstone for its success, which is "Zero occupational diseases and Zero accidents at work".

### Practices

Jungheinrich 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.

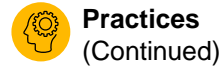
To protect its employees' health, Jungheinrich provides them with an additional private health and medical care program in addition to access to public health structures.

Health and hygiene issues are critical to the quality of life of the company's employees and the communities in which it operates. Jungheinrich has consistently invested in this area, monitoring, assessing, and controlling all work environment parameters in an effort 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 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 focus on preventing injuries, accidents and work-related illnesses. All accidents are recorded and analysed, 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 in order to safeguard the health of its employees and their safety at work, as well as the health of their families took a number of steps that included the following:

- Purchase and use of IMOP a floor drying and washing machine.
- Enabling teleworking.
- Completion of the annual necessary maintenance works in our facilities e.g., maintenance on air conditioners, fire extinguishers, elevators, security doors.
- GAP analysis and close collaboration with our safety technician to identify and improve the critical points of the assessment.
- Health & safety trainings for warehouse staff & Service engineers.
- Well-being project: first action was implemented in December 2023 and was focused on office employees; it was a seminar about correct posture when working at the office combined with therapeutic massage sessions in our premises by a qualified physiotherapist.



## GPTW 2023

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 received the Great Place to Work® certification for 2023-2024 based on the results that reflected the staff's overall experience in the working environment and independent evaluation.



## GPTW 2023

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.

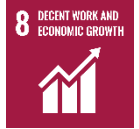
**This year's great success was the 100% response rate in the survey and the significant improvement in all categories compared to last year.**

The highlight was the high justice score, which is important in developing strong relationships and respect among employees. Also, the high score of this statement "I'm proud to tell others I work here", reveals the engagement of each member of Jungheinrich team.

*Our people are the heart and soul of our organization. Every success we achieve is a direct result of the dedication, creativity, and hard work of our team. At the core of our business philosophy is the belief that our people are our greatest asset. We strive to foster an environment where every individual feels valued, supported, and empowered to contribute to the growth and innovation of the company.*

Elena Kallona, Managing Director of Jungheinrich Hellas

# Employment Categories



## Management Approach

The purpose of this disclosure is to provide information and data to Jungheinrich shareholders in order 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 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 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

The prevention of existing jobs and the orientation towards the creation of new ones is a strategic choice in order to achieve its growth.

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

# Employment

## Results

The prevention of existing jobs and the orientation towards the creation of new ones is a strategic choice in order to achieve its growth.

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

		2021	2022	2023	%	
<b>Direct employees [GRI 102-8]</b>		84	86	94		
<b>Indirect employees</b>		8	5	5		
<b>Gender</b>	Total	92	91	99		
	Men	74	71	74	75%	
	Women	18	20	25	34%	
<b>Age Group</b>	20-30	21	21	21	21%	
	31-40	36	28	31	31%	
	41-50	26	31	36	36%	
	51-60	7	10	10	10%	
	61-	2	1	1	1%	
<b>Employment contracts by gender</b>	<b>Permanent</b>	Men	74	71	74	
		Women	18	20	25	
	<b>Fixed-term</b>	Men	0	0	3	
		Women	0	0	0	
<b>Contracts by country</b>	<b>Permanent</b>	Greece	92	88	96	97%
	<b>Fixed-term</b>	Greece	0	3	3	3%
<b>Employment types by gender</b>	<b>Full-time</b>	Men	74	71	74	
		Women	18	20	25	
	<b>Part-time</b>	Men	0	0	0	
		Women	0	0	0	
<b>Employee turnover</b>	Men	11	14	7		
	Women	1	0	0		

During the period 2021 – 2023, direct employment increased significantly by 11,92%, the total number raised from 84 in 2021 to 94 employees in 2023. The participation of women in the total numbers of employees is 33,78% and rose from 21,98% in 2022, there is a significant increase of 53,68% compared to 2022.

Throughout the period 2020 –2023, all employees have permanent and full-time employment.











The percentage of employee turnover dropped significantly to 7.07% in comparison to the two previous years, when the percentage was 13% for 2021 and 15,4% for 2022. It is important to pinpoint that in 2023 there was 8 new hires.

# Employee Development & Training

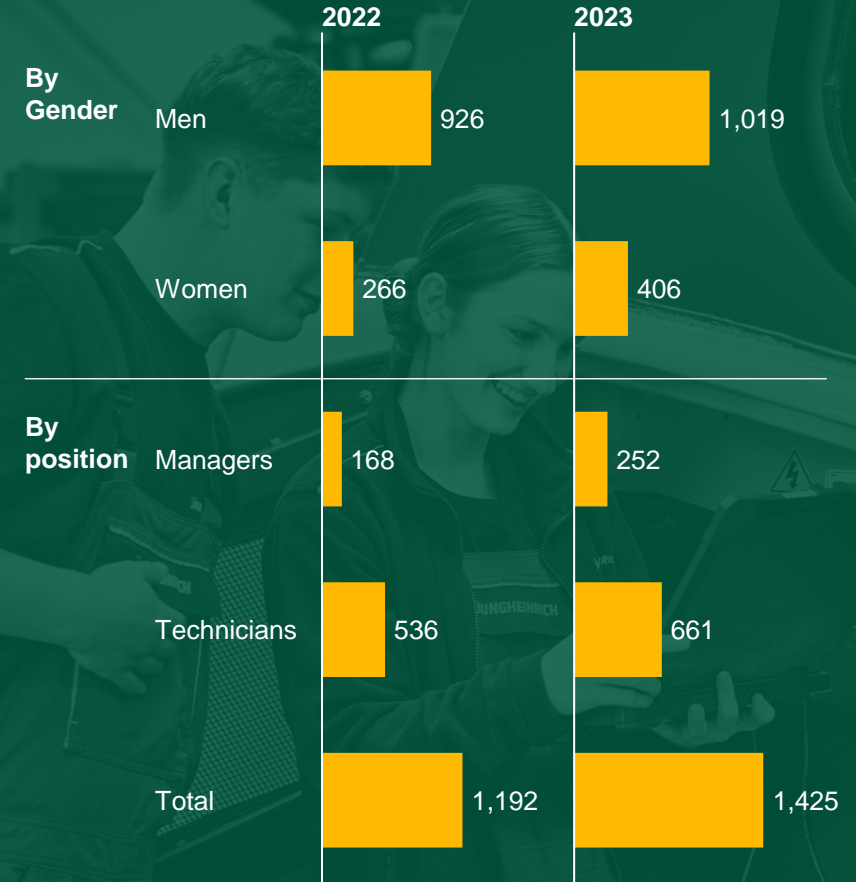
## Practices

Investing in people means higher performance for Jungheinrich Hellas. It 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:

-  Mobile Robots
-  Preventing Bribery and Corruption
-  Time management
-  Stress management
-  Business writing
-  Cybersecurity (Information security awareness)
-  Securing information
-  Data protection
-  Code of conduct (best practices)
-  Technical trainings & product launches

## Results



The above table shows a significant increase of 19,55% in the total training hours in 2023. There is also a small increase, due to the increase of the total number of employees, on the training hours/employee, from 13,10 hours to 14,40 in 2023. Additionally, the ratio rose regarding the training hours per technician, which stands at 13,80 hours per technician in 2023 compared with the one in 2022, which was 12,20 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. Prioritization of practices that foster an inclusive working environment with respect to the Human rights. Review of the recruitment policy and procedures.

# Equal Opportunities

## Results

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



		2021	2022	2023
<b>Board of Directors (MLB + MLC)</b>	Men	3	3	3
	Women	2	2	2
	<30	0	0	0
	30-50 years old	4	4	4
	>50	1	1	1
<b>Managers (ML3)</b>	Men	4	3	3
	Women	2	4	6
	<30	0	0	1
	30-50 years old	6	7	8
	>50	0	0	0
<b>Office employees/ Salesmen</b>	Men	26	21	20
	Women	14	14	17
	<30	16	13	10
	30-50 years old	20	17	23
	>50	4	5	4
	Employees of nationalities other than Greek	1	1	1
<b>Workers &amp; Technical staff</b>	Men	41	44	48
	Women	0	0	0
	<30	5	8	8
	30-50 years old	32	31	34
	>50	4	5	6
	Employees of nationalities other than Greek	2	3	3
<b>Female employees in managerial positions</b>	Total women	18	20	25
	Number in managerial positions	4	6	8

In 2023 the percentage of women in the managerial levels, ML3 & MLC, remained steady, in comparison to 2022, at 40%, while in the managerial level ML3 the presence of women increased from 57% in 2022 to 66,6% in 2023, which is significantly high. The percentage of women in the Office employees/salesmen category is also high as it increased from 40% in 2022 to 46% in 2023. 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 2023 with nationality other than Greek. Furthermore, 32% of the total number of women employed in 2023, have managerial positions. An increase of 2% in comparison with last year.

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

# Social Contribution

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



Food donation for the earthquake victims of Turkey.



### CSR action - Make-A-Wish Greece.

People of Jungheinrich Hellas joined forces with Make-A-Wish Greece for a unique purpose: to support the organization in fulfilling of 2 wishes of children with serious illnesses.



Donation to "Trapeza Chromatos"- an initiative of Vitex- for the coloring of school buildings in Thessaly affected by the disastrous floods.



Donation to "Deipno Agapis" Association, instead of corporate Christmas gifts to our clients/partners.



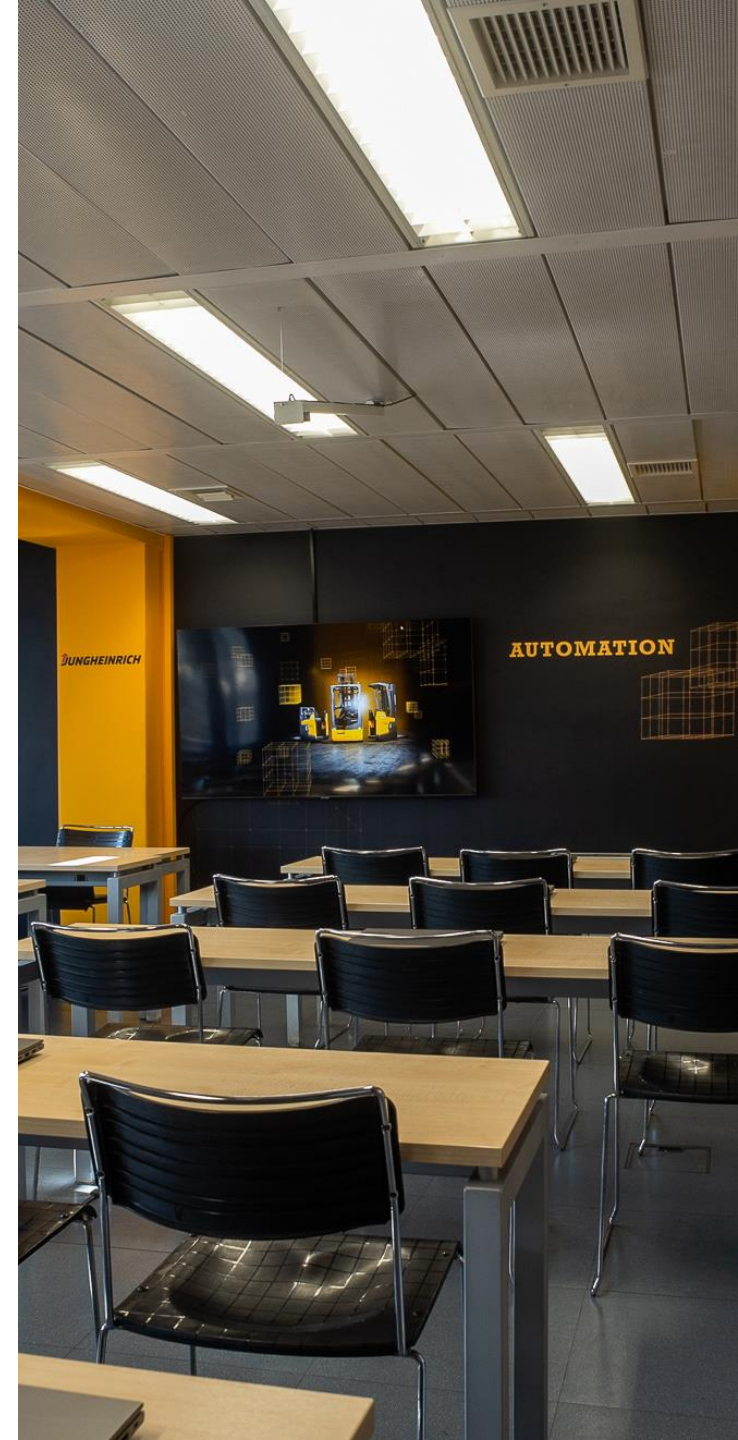
Donation to BCA College:

- 1 **Jungheinrich Logistics Lab:** we have created a Jungheinrich branded classroom for the students of MSc in Logistics & SCM
- 2 **Warehouse Lab:** we have created one more classroom in cooperation with leading companies in logistics, Mobile Technology SA and Mantis Group for the students of MSc in Logistics & SCM

All these 2 Brand new classrooms, provide practical learning and career opportunities for students, while strengthening the connection with the professional world.



Donation to POP2SEE Team, contributing to the team's efforts to develop technological solutions for people with visual disabilities



# 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

		2021	2022	2023
Employment	% of woman in managerial positions	22.20%	30.0%	32.0%
	% of employees 30-50 years old	67.4%	64.8%	67.7%
	Average training man-hours (Managers)	17.09	14.00	18.00
	Average training man-hours (Workers & technician staff)	5.73	12.18	13.77
	Total training cost	31,039	61,918	82,530
Occupational Health & Safety	Total number of recordable accidents	0	2	1
	Total number of days absent due to illness	143	435	251

# 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

 **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 JH works systematically to raise awareness, prevent and detect threats, and manage risks. In doing so, JH follows all applicable laws, honors its contractual and moral obligations to customers, and safeguards its intellectual property and information assets.

JH 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.

 **Cyber security**

**Information Security Awareness Training (provided by HQ)**

The training program covers the following topics: General information regarding Information Security and look at the current cyber security threat landscape. In addition, we also discussed different types of phishing, they gave us tips on passwords and took a detour into the world of physical security

 **Other actions (local IT)**

- Continuous emails & updates from IT regarding spam/phishing attempts
- Video creation with instructions
- Campaigns against phishing attempts

# 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; and (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.

## 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.

## Major Risks

Because 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.

## Practices

Jungheinrich AG and Jungheinrich Hellas 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 platform](#) and in the following link there is the [company's sustainability profile](#) regarding the analysis of a supplier with focus on compliance with regulatory requirements and sustainability standards.

## Results

Jungheinrich Hellas implemented all necessary internal procedures to safeguard its policy in 2023. No confirmed incidents of corruption were identified through the screening mechanisms used in the Purchasing and Financial Departments, which investigated both the process for selecting business partners and all types of transactions.

# Corporate Governance Results

<b>Managing Directors team</b>	On a weekly basis our Region Managing Directors take part in a regional meeting to update them on current issues arising from our headquarters.
<b>Strategy 2025+ team</b>	An internal team consisting of all company managers and two other employees. The team has set specific goals for 2023 which are aligned with the company's Strategy 2025+
<b>ESG team</b>	Internal team consisting of employees from different departments working on ESG issues.
<b>Customer experience (CX) team</b>	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.
<b>HR Community</b>	It includes all HR managers from all countries of the group. One person from Greece participates. They hold a monthly call in which they discuss all projects planned by our headquarters, best practices of the countries, ideas etc.
<b>Change Facilitation program</b>	It 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 6 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.

<b>Digital workplace experts' community</b>	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.
<b>Marketing community</b>	It includes all Marketing Managers from all countries of the group. Two persons from Greece participate. They hold an online meeting every three months in which they discuss all the projects planned at our headquarters, future campaigns etc.
<b>Campus team</b>	It is the global community involved in the operation of the Campus platform (Jungheinrich's online training platform). One person from Greece (key-user of the country) participates in the relevant meetings/trainings.
<b>Compliance officer</b>	All Compliance-related regulations and procedures originate from our headquarters. In turn, we translate the regulations, make sure they follow Greek standards and keep colleagues informed of changes and new procedures. Compliance officer for Greece is Maria Kilalous.

# 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

	2021	2022	2023
Incidents of law violation in labour issues	0	0	0
Number of women in Managerial positions	4	6	8
Sustainability Committee	-	✓	✓
Confirmed incidents of corruption and Bribery	0	0	0
Code of conduct	✓	✓	✓
Publication of Annual sustainability report	-	✓	✓

# 7.

## ESG 2023 Targets

# Jungheinrich ESG Targets

	Jungheinrich ESG targets	2024	Medium Term	Long Term
<b>Environmental</b>	<b>Scope 1</b>			
	Partial replacement of petrol of diesel cars with electric ones	10%	30%	100%
	<b>Scope 2</b>			
	Use of renewable electricity sources	2%	5%	10%
	Reduction of electricity consumption	2%	5%	10%
	<b>Scope 3</b>			
	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%
<b>Social</b>	<b>Equal opportunities &amp; Diversity</b>	KPI	Improvement	
	Participation in more social events & actions			
	Training in health & safety issues			
<b>Governance</b>	<b>Cybersecurity Enhancement &amp; Training. Business continuity against natural disaster</b>	KPI	Improvement	
	Training in business ethics issues, such as Code of Conduct, anti-bribery, etc.			
<b>General</b>	<b>Improve data quality for increased accuracy in carbon footprint calculations</b>	Continuous Effort		
	<b>Team engagement &amp; participation in actions</b>			

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 organisations 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.

# GRI Content Index (1/2)

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General Disclosures  
2021 (GRI: In  
accordance - Core)

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 **JUNGHEINRICH**

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