

Code of Human Rights and Occupational Health and Safety

Version 2.0

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As a leading global solution provider for intralogistics, we bear responsibility for our employees, customers, business partners as well as for our products and our actions all over the world. We are a family-owned company; value-oriented action is part of our corporate culture. We are committed to creating sustainable value for all stakeholders and to upholding ethical principles.

Our commitment and the associated expectations of employees, customers and business partners are expressed in our Declaration of Principles on Respect for Human Rights and in our Codes of Ethics: our Code of Conduct, our Supplier Code and this Code of Human Rights and Occupational Health and Safety.

Our employees form the basis of our success. This Code of Human Rights and Occupational Health and Safety specifies how we put their protection and well-being, respect for their rights and their promotion into practice. It applies to all organisational units of the Jungheinrich Group worldwide. In doing so, we endeavour to implement our standards in minority shareholdings and joint ventures as well.

We expect our employees to be aware of the standards contained in this Code and to live by them in their daily work. Through appropriate information and awareness-raising measures, we support our employees in understanding and implementing the standards.

Respect for human rights

We are committed to the worldwide respect of human rights and are committed to:

- the Universal Declaration of Human Rights
- the UN Guiding Principles on Business and Human Rights (UNGP)
- the OECD Guidelines for Multinational Enterprises
- the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work (ILO Core Labour Standards).

Our standards and measures for safeguarding human rights and occupational health and safety within the Jungheinrich Group are described below. Wherever Jungheinrich operates, we comply with the

relevant statutory provisions. If a national regulation stipulates stricter provisions, these are observed as a matter of priority. In the event of deviations between local laws and internationally recognised human rights, we seek ways to implement the aforementioned international standards while complying with local laws.

Measures to respect human rights and occupational health and safety

Wages and working conditions

We pay appropriate wages and benefits for employees that are not below legal or industry minimum standards, and act according to the principle of equal pay for work of equal value. We ensure compliance with

national laws and regulations or industry standards regarding working hours, break times and holiday. We pay attention to regulated working hours that do not endanger health. This also applies to employees who do not have a permanent workplace on one of our sites due to their line of work, such as service technicians.

We offer very good working conditions across the globe, flexible working models and various career models, promote innovative ideas and give our employees room to develop. We also offer our employees a large portfolio of training and development opportunities (see 2.6). In addition, we respect the right to rest, including paid leave, and the right to family life.

Equal opportunities and protection against discrimination

We treat all employees - full-time and part-time, temporary and contract workers, apprentices and interns - with dignity and respect. We do not tolerate any discrimination or unjustified unequal treatment, for example, on the basis of age, physical or mental limitations, national and ethnic origin, social background, appearance, skin colour, gender, pregnancy, sexual identity and orientation, political opinion, trade union activity, religion or ideology.

We do not tolerate any kind of physical, psychological, sexual or verbal abuse, harassment or physical as well as mental coercion in our operations or in the performance of work for Jungheinrich. We expect our employees to treat colleagues as well as customers and business partners with respect, professionalism and fairness.

Freedom of association and right to collective bargaining

We respect the freedom of association, the right to strike and the right to collective bargaining in accordance with applicable rights

and regulations. Trusting and close cooperation with employee representatives is an important part of what we do. The basis for mutual trust and cooperative interaction is open and constructive dialogue characterised by mutual respect. Agreements as the result of collective bargaining are documented transparently for all employees and implemented. The establishment of, affiliation with or membership of a trade union must not lead to unequal treatment or discrimination.

Health and safety in the workplace

Employee occupational health and safety is a top priority for Jungheinrich. We create the basis for our occupational health and safety by continuously monitoring and implementing regulatory requirements. We ensure high uniform standards worldwide. Both the identification and avoidance of potential risks as well as hazard prevention, plant safety, occupational safety and health protection are subject to continuous improvement within the scope of our internal guidelines and processes as well as occupational health and safety management.

In order to enhance our occupational safety performance and achieve ambitious targets, Jungheinrich maintains an open dialogue with relevant internal and external stakeholders and involves them in improving occupational health and safety. Our executives ensure that all relevant persons in occupational health and safety management receive the necessary training to perform their tasks and activities. They perform the tasks assigned to them responsibly and set an example in implementing occupational health and safety.

We are committed to designing our workplaces in conformity with health and safety standards and in an ergonomically safe manner, taking into account the state of the art and occupational medicine, and to regularly check them for hazards and risks.

We strive to act proactively, so important principles for action are highlighted and communicated to promote risk awareness in occupational health and safety. Our zero-accident philosophy takes the approach that all injuries and accidents should be preventable. It involves all full-time and part-time employees, temporary and contract workers, trainees and interns, thus continuously reinforcing our occupational safety principles. Through systematic accident and cause analyses, we aim to prevent serious accidents in the long term and minimise the average time lost. All safety-related incidents are considered in this process. The analysis is based on (near) accidents and the active reporting of relevant events. All employees are obligated to report hazards and potential hazards to supervisors, safety experts or safety officers. Our employees act in a safety-conscious manner and actively contribute to improving occupational safety. We place high demands on our own security personnel as well as external security service providers who respect human rights.

Prohibition of forced and child labour

We do not tolerate any form of labour exploitation, forced or compulsory labour, debt bondage, involuntary or exploitative prison labour, human trafficking or other forms of modern slavery. Employment relationships must be terminable voluntarily and with reasonable notice by both the employee and the employer. The withholding of identification documents and the threat or use of any kind of punishment in the form of psychological or physical violence is prohibited.

We do not tolerate any form of child labour as defined in ILO Convention No. 138 and No. 182. Children and young people - such as apprentices or interns - are protected so that their health is not endangered. We comply with the minimum age for admission

to employment in accordance with the applicable national regulations. If no national legislation exists, we are guided by the internationally recognised standards of the International Labour Organization (ILO).

Training and further development measures

The personal and professional development of our employees is based on the following aspects:

- systematic talent promotion and development
- a large interdisciplinary selection of internal training courses
- an understanding of leadership established throughout the Group
- strategic and international management development
- high-quality and successful trainee programmes, for more than 40 years
- international cooperation with external partners in the field of qualification and further training.

To this end, the Jungheinrich Training Centre offers comprehensive services such as a digital learning platform for all employees worldwide, an in-house trainer qualification programme, as well as sound quality management and the continuous further development of all training courses.

Our aim is to ensure a high level of performance and employability in the long term. In addition to professional qualification, personal development is also of central importance. Equality of opportunity and equity is a key aspect for us in terms of access to qualification and training measures.

Data protection and privacy

We process data from business partners such as customers and suppliers, but also from employees and applicants. Among other things, this data is personal and must therefore be handled in accordance with

data protection regulations. We respect the data protection rights and fundamental rights of every individual and comply with the relevant laws - in particular, the European General Data Protection Regulation - on the protection and security of personal data. We ensure that data is secure, not misused or lost. We also ensure that we process data in a transparent manner.

This is ensured by a Group-wide data privacy management system with corresponding internal guidelines, detailed work instructions, training on data privacy due diligence, including ensuring an appropriate level of technical security and corresponding structures in our information systems.

Further information including contact details can also be found in our [privacy policy](#).

Protection of the environment and rights of local communities

As an international, family-owned company, we aim to combine innovative products and economic success with ecological and social responsibility. For us, this includes the responsible use of water and other resources, as well as comprehensive environmental management that does not impact upon the livelihoods and health of local communities. We respect the rights, including land rights, of local communities and indigenous peoples who may be affected by our business activities and those of our business partners. We are also committed to the Minamata, Stockholm POPs and Basel Conventions.

Further information on our sustainability management can be found here: <https://www.jungheinrich.com/en/sustainability>

Expectations and dealing with external partners

For Jungheinrich, conduct with integrity is not only the prerequisite for cooperation based on trust within our company, but also the basis for cooperation with our suppliers, customers and other business partners. On this basis, we seek cooperation with partners who follow the same principles. Our expectations are summarised in our [Supplier Code](#).

Implementation and review of the Code of Human Rights and Occupational Health and Safety

We expect all Jungheinrich companies worldwide to comply with the Code of Human Rights and Occupational Health and Safety as a minimum standard. Jungheinrich's Corporate Audit Department is responsible for regularly reviewing such compliance.

We provide appropriate information and awareness-raising measures to ensure that employees are aware of the standards set out in this Code and are supported in implementing them. All employees are called upon to report questions of doubt and possible or actual violations of this Code. Various personal contact options are available to them for this purpose, such as direct supervisors, local compliance officers or the central compliance department. Alternatively, the Jungheinrich [OpenLine](#) can be used anonymously.

On the one hand, we offer external third parties the opportunity to contact us directly and personally. On the other hand, our Jungheinrich [OpenLine](#) is also available for third parties to contact us anonymously.

You can find more information here: <https://www.jungheinrich.com/en/investor-relations/corporate-governance/compliance-6230>