



Taking responsibility.
Shaping the future.



first in Intralogistics

Sustainability at STILL

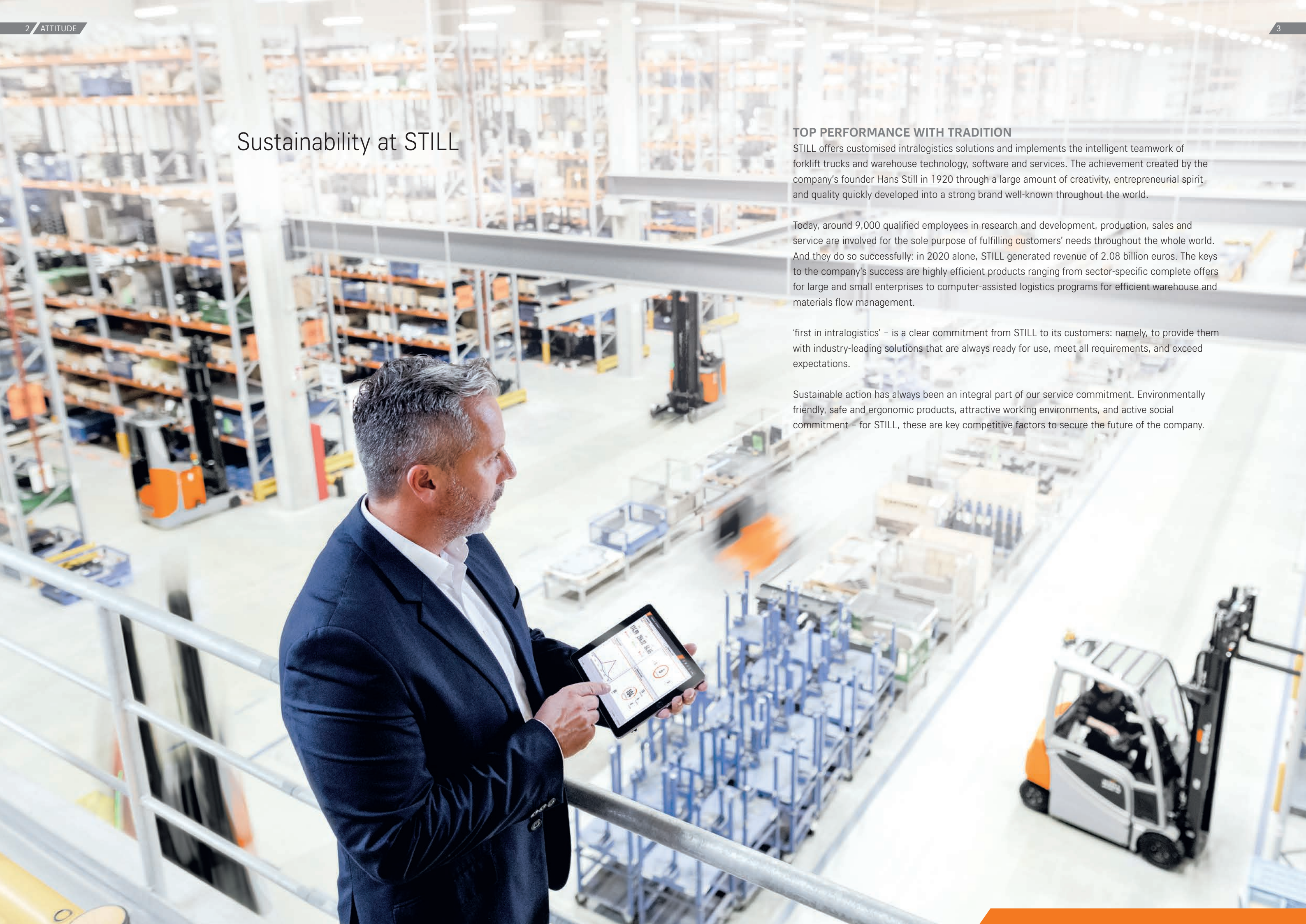
TOP PERFORMANCE WITH TRADITION

STILL offers customised intralogistics solutions and implements the intelligent teamwork of forklift trucks and warehouse technology, software and services. The achievement created by the company's founder Hans Still in 1920 through a large amount of creativity, entrepreneurial spirit and quality quickly developed into a strong brand well-known throughout the world.

Today, around 9,000 qualified employees in research and development, production, sales and service are involved for the sole purpose of fulfilling customers' needs throughout the whole world. And they do so successfully: in 2020 alone, STILL generated revenue of 2.08 billion euros. The keys to the company's success are highly efficient products ranging from sector-specific complete offers for large and small enterprises to computer-assisted logistics programs for efficient warehouse and materials flow management.

'first in intralogistics' – is a clear commitment from STILL to its customers: namely, to provide them with industry-leading solutions that are always ready for use, meet all requirements, and exceed expectations.

Sustainable action has always been an integral part of our service commitment. Environmentally friendly, safe and ergonomic products, attractive working environments, and active social commitment – for STILL, these are key competitive factors to secure the future of the company.





Dear readers,

STILL considers itself to be a pioneer when it comes to low-emission yet efficient drives: As early as 1946, our company launched the EK 2000 electric trolley, an electrically powered transport vehicle – robust, manoeuvrable and independent of expensive fossil fuels. Ever since, we have continued to impress our customers with innovative, future-oriented solutions that offer them a real competitive edge. Driven by the goal of remaining “first in intralogistics” in the future, we continuously improve our products and develop new, innovative concepts for environmentally friendly logistics solutions. It goes without saying that we want to conserve natural resources as much as we can, as we want to minimise the impact our products have on the environment right from the very start. This is also important to our customers – and thus the guiding principle for our actions.

At STILL, however, a sense of responsibility does not end with the products. In keeping with the tradition of our company founder Hans Still, we also feel a special commitment to our employees and society. With a bespoke

range of training and development measures, we strive to be an attractive employer – fostering long-term loyalty from our current employees, attracting new talent and in doing so securing the future of our company. At the same time, we assume social responsibility. We offer job prospects and attractive employment opportunities to people with health challenges. Young people with a challenging social background also get a fair shot with us. As a good neighbour, we are committed to the common good at all our sites.

We firmly believe that the successful future of our company is intrinsically linked to our commitment to sustainability. Future-oriented products, innovative concepts and a responsible relationship with all our stakeholders based on the spirit of partnership – those, for STILL, have always been the cornerstones of business. This is the real reason for our past success – and without a doubt the key to an equally successful future.

Frank Müller
Senior Vice President Brand Management STILL EMEA

TRANSPARENCY

The aim of this brochure is to provide a status report on our commitment to greater sustainability – in a concise and reader-friendly format, with selected examples, without getting lost in the details. STILL's performance and key figures are also included in the KION Group sustainability report (www.kiongroup.com), which is prepared each year in accordance with international standards and reports on the commitment to sustainability at Group level

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IMPRINT

Publisher: STILL GmbH, Berzeliusstraße 10, 22113 Hamburg, Germany | Responsible: Marketing Communications | Senior Editors: Merlin Kaszta (Project Manager) | Editorial Team: Brand Management, Human Resources, HSE, Product Management, Real Estate Management, Facility Management (all departments involved) | Design: Bohlens KommunikationsDesign, Hamburg | All rights reserved. Prior approval must be sought from the publisher for the reprinting, inclusion in online services and reproduction on storage media of this publication.

For STILL, sustainability is a core commitment that involves the entire company. With our innovative products and services, we are constantly striving to operate in a future-oriented manner. The same applies to our production processes. 'Future-oriented' here means always using efficient technology in an environmentally friendly and responsible manner at all times. With this in mind, STILL is committed to using resources in a careful and economical way. We use the latest technologies in order to minimise the impact of our actions on the environment and continuously optimise working conditions for our employees.

By taking this approach, we are able to offer our customers around the world efficient solutions and a product range that is not only equipped to handle any intralogistics challenges that our customers may face, but also meets the highest standards in sustainability and climate protection. In doing so, we are supporting our customers in their own efforts to have a positive impact on the environment and to provide safe and healthy working conditions.

Innovations for customers
and the environment



Workplace safety, health and environmental protection

STILL products meet the highest standards in efficiency, ergonomics and safety, and we expect equally high standards of ourselves when it comes to occupational health and safety and environmental protection. Based on this understanding, we create a safe and healthy work environment for our employees and use our resources responsibly. As part of the KION Group's group-wide sustainability programme, we have set ourselves specific goals in this area.

OPERATIONAL SUSTAINABILITY MANAGEMENT

In energy management, our aim is to increase energy efficiency and reduce the energy consumption per vehicle. To achieve this, we are focusing on renewable energies and e-mobility, as well as optimising our lighting technology and internal transport routes, among other things. The logistics centre near our Hamburg site plays a crucial role in our efforts to optimise transport routes. We are constantly reducing the amount of waste that we produce, in particular by consistently reducing packaging volumes. Already today, the recycling rate – i.e. the ratio between separately disposed waste and unseparated municipal waste - is over 90 per cent. And last but not least, the complete energy-efficiency refurbishment of the Hamburg administration building and the efficiency improvement of our district heating network has significantly improved our energy footprint and reduced greenhouse gas emissions.

In STILL's
Hamburg headquarters alone,
there are over

100

safety officers.

90 %

of our waste is
disposed of separately.

INTEGRATED MANAGEMENT SYSTEM FOR WORKPLACE SAFETY, HEALTH AND ENVIRONMENTAL PROTECTION

We have set ourselves ambitious goals in occupational health and safety, too. We want to minimise the number of work-related accidents and reduce downtime by ensuring employees are healthy. Our integrated management system for workplace safety, health and environmental protection, which we implemented throughout the company in 2018, is key to these efforts. All our production sites and almost all sales organisations are now certified in accordance with current workplace safety and environmental protection standards (ISO 14001, ISO 45001 and ISO 50001). We have also created additional roles and filled them with qualified specialist personnel to enable us to efficiently implement the measures required. Regular audits ensure transparency and push us to constantly improve our sustainability performance.

The integrated management system for workplace safety, health and environmental protection incorporates all the relevant data for energy and environmental management, providing the framework for efficient sustainability management throughout the entire STILL EMEA organisation (Europe, Middle East, Africa). The key figures for the consumption of electricity, gas, water and compressed air in production are calculated monthly and serve as the basis for further optimisation.

SAFETY FIRST: OCCUPATIONAL HEALTH AND SAFETY

The integrated management system for workplace safety, health and environmental protection also addresses all relevant work safety issues. This means that all the relevant processes are transparent to the workforce. It also helps to raise awareness and provides the foundation for positive changes in the behaviour of both employees and managers in the workplace. We also strive to create the optimum conditions for the prevention of accidents and illness with a range of coordinated individual measures. This includes the organisation of effective first-aid provision, occupational health consultation hours and examinations, benefits and addiction counselling. We make sure that our employees are always well informed and trained in the relevant issues through audits and an extensive range of training measures. In STILL's Hamburg headquarters alone, there are over 100 safety officers.

During the coronavirus pandemic, STILL was one of the first Hamburg companies to set up its own vaccination site. By organising mobile vaccination teams, we were able to offer all employees quick, easy access to COVID-19 vaccines. We also supported Hamburg's vaccination campaign by providing the space and infrastructure required for two open vaccination days run by the welfare office.

"Prevention instead of reaction!"

Interview with Steffen Stech,
responsible for the Work Safety and
Environmental Protection department
at STILL.

Mr Stech, where is STILL at today
in terms of health, safety and
environmental protection?

We have made real progress in recent years both in our plants and in the branch organisation in Germany: we have moved away from a reactive approach to accidents and towards a more preventive approach, and this is practised by both employees and managers. Prevention instead of reaction, if you will. In our efforts to achieve certification in accordance with the key work safety and environmental protection standards, we have made significant

improvements. We have defined phased concepts for the individual areas of activity and set ourselves ambitious goals for implementation. In the German sales organisation, we have established a sensible and appropriate system for the provision of support by safety officers, which has significantly improved occupational health and safety standards. In terms of figures, this means, for example, that we have substantially reduced accident-related downtimes in a five-year comparison. By around a third, in fact. This shows that we are on the right track – and we will continue to do more than is officially required of us.

STILL EMEA operates in many
different countries. How do you make
sure that existing rules are complied
with locally and measures are
implemented consistently?

If rules are clear and understandable, people generally recognise for themselves that it makes sense to follow them. The EMEA sites outside Germany have incorporated the current standards and are working on implementing them. We support these efforts with additional capacity from the headquarters and have appointed a health, safety & environment officer for our subsidiaries.

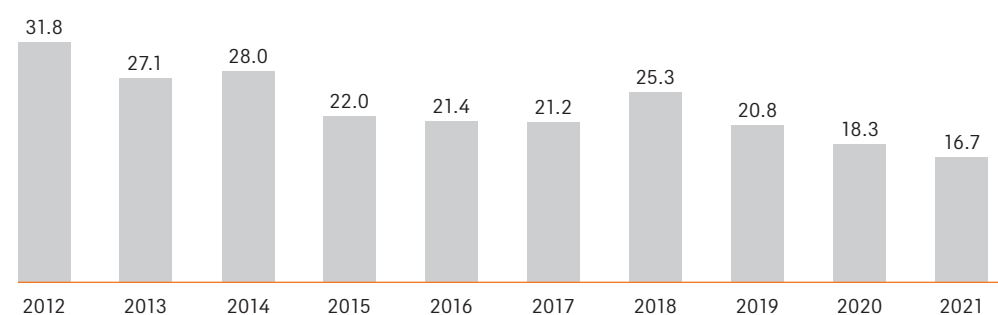
We also regularly raise awareness of the issue among our employees through targeted measures and make safety and environmental protection a top priority throughout the company. That is why we introduced an effective process for changing attitudes and behaviour in relation to work safety at STILL in 2015. This process follows a psychological approach based on dialogue-oriented and respectful communication and therefore, from our perspective, lays the foundation for real cultural change. This kind of change cannot simply be mandated – it only happens if employees are inspired to reflect on the issue.

In 2021,
around

50,000

hours were spent on training
in occupational health and safety
at STILL EMEA.

LTIFR at STILL GmbH



The lost time injury frequency rate (LTIFR) is the accident frequency rate. It is calculated based on the number of work-related accidents with downtime of more than one working day and the number of hours actually worked during the reporting period, standardised to one million working hours.



Through training sessions, we have raised awareness of the risks at a local level and in doing so brought the benefits of the process to the entire company. We are therefore well on our way to becoming a community that assumes a shared responsibility for safety, one in which all members pursue the same goal: to avoid work-related accidents as far as possible.

What are the biggest challenges, and what specific goals have you set for yourself over the coming years?

The biggest challenge is making sure that the very high standards met at our production sites are also achieved in the field organisation, to bring about a change in attitude here too. We have already made good progress in this area by developing a specific support concept for the field organisation.

We are now working on implementing our goals in a focused and coordinated way in close collaboration with regional managers and sales management. The audits conducted as part of the HSE management certification and the review of compliance with internal HSE minimum standards are really helpful in this regard. They help us to lay the foundation for a continuous improvement process, so that our workplace safety, health and environmental protection philosophy shapes and drives the behaviour of all our employees. This is the only way that we will improve – year by year and measure by measure!

Since the end of

2019,

all STILL EMEA plants and sales locations have been certified in accordance with ISO 14001 and ISO 45001.



**ECOVADIS 2021:
GOLD AWARDED BY ECOVADIS**

Gold for STILL: The renowned rating platform EcoVadis awarded STILL a gold certificate in 2021 in recognition of its outstanding commitment to corporate social responsibility (CSR). In the areas “Environment” and “Working conditions”, our company is, according to the jury’s assessment, among the world’s best of all the machine manufacturers examined. CSR has been an integral part of the business for many years, and is a core element of STILL’s strategy.

The EcoVadis certificate confirms once again that the value-oriented corporate responsibility embedded in STILL’s philosophy is genuinely being implemented. The EcoVadis initiative rates companies on their sustainability credentials in four areas: environment, labour practices and human rights, fair business practices and sustainable procurement.



EcoVadis Gold status for STILL in the areas “Environment” and “Working conditions”.

Product responsibility

STILL products are all about efficiency and environmental compatibility, ergonomics and safety. In other words: sustainability is an integral part of the performance promise that we make with every single one of our products. We consider ourselves to be pioneers when it comes to low-emission yet efficient drives, not least because of our entrepreneurial tradition: E-mobility and the strict focus on our customer target groups have been at the core of our entrepreneurial activities for more than 100 years.

OUR MISSION: NO EMISSIONS

With our 'Mission: zero emissions' campaign, we have set ourselves a clear goal. We want to reduce the CO₂ emissions of our product fleet to zero in the long term. In the meantime, we are continually optimising the existing technology in order to give our customers crucial competitive advantages. We do this, for example, with our IC forklift trucks with diesel-electric drive, which always offer the perfect balance between energy consumption and power. Or with the STILL Blue-Q mode, which already makes our trucks the most efficient in their class and reduces energy consumption by up to 20 percent. When using alternative energy sources, our solutions can cut energy consumption by up to 30 percent thanks to the more efficient Li-Ion technology. STILL offers the Best Technology Fit Promise to support customers with this: our analysis determines the optimal energy system for each customer company. After all, when choosing the right energy system, the decision is primarily a strategic one. The analysis considers the specific application, the costs and the necessary conditions, as well as the future viability and the desire to be climate neutral.

30 %

of energy can be saved by using alternative drive technologies.

WIN-WIN – AND WIN:

EFFICIENCY, SAFETY AND RESPONSIBILITY

We also set standards with our products when it comes to ergonomics and safety. The people who use our trucks every day benefit from a health-friendly working environment – and our customers benefit from greater efficiency in their day-to-day operations. A recent example: The STILL OPX iGo neo order picker significantly increases the picking frequency and reduces picking errors. Firstly, because the autonomous helper takes over driving and steering so the operator can focus on the task at hand. Secondly, because the truck follows the operator and always stops in the optimum picking position. Artificial intelligence intuitively adjusts the travel path and speed for the task at hand. The truck reduces strenuous and time-consuming mounts and dismounts by up to 75%, and significantly reduces the distances walked whilst laden.

Win-win situations like these are what we are aiming for – both in our customers' interests and in ours. Because we know: only those products and solutions that pay off in the long term will succeed on the market. And for an increasing number of companies, sustainability is becoming a key aspect of their procurement policy. Like us, they see the link between resource conservation and low energy costs, ergonomics and attractive workplaces, between safety and low illness costs – essentially, between sustainability and optimum total cost of ownership.

OPX 20-25 iGo neo:
reduces mounting and
dismounting by up to

75 %

when picking orders.

Sustainability aspects are therefore high up on the list of specifications for our product development.

In this context, the continuous monitoring of the available data for an industrial truck fleet is also becoming increasingly important. To support our customers with this, we are already taking advantage of the opportunities offered by digitalisation and sensor technology to offer new services in fleet management, for example in the area of predictive/preventive maintenance. Automation, autonomous driving and innovative driver assistance systems are also on our agenda. After all, we want to remain first in intralogistics.



Just a tap of the finger - and Blue-Q will ensure optimal use of energy in the truck.

BLUE-Q MODE: EFFICIENCY AT THE TOUCH OF A BUTTON

Blue-Q is the perfect example of STILL's innovative potential. At the touch of a button, the efficient Blue-Q mode is activated on the industrial truck. By intelligently switching off functions that are not in use, Blue-Q mode significantly reduces energy consumption and costs - without a negative impact on the work process. For an electric forklift truck with a lifting capacity of 1.6 tonnes in three-shift operation, a reduction in energy consumption of 10-20 percent means savings of around 2,500 euros over a period of five years, and that is without taking into account the added potential of less wear, a longer battery service life and improved usage time per load.

Blue-Q: up to
20 %
less
energy consumption.

FLEETMANAGER 4.X AND NEXXT FLEET: OPTIMISE YOUR FLEET - PROTECT THE ENVIRONMENT

There are many different parameters and an array of vehicle data to consider when it comes to cost-effective and resource-efficient fleet management: how is my truck fleet being utilised? How efficient are the individual industrial trucks in operation? Can I increase efficiency by changing the driving style or optimising shift planning? When is the next service due - and when is it actually needed? If you have an entire fleet of industrial trucks in operation, you can quickly lose track of these issues or similar ones.

Modern fleet management systems like STILL FleetManager 4.x or STILL neXXt fleet bring together all the relevant information for fleet management in one place, clearly laid out, and offer a range of options for analysis. FleetManager 4.x enables the user to manage access control and view reports and vehicle-related information, such as shock events. Our online application neXXt fleet supports vehicle management and enables the user to analyse commercial fleet data. These systems help the user to maintain an overview of their truck fleet at all times and so continuously optimise the efficiency of the industrial trucks - all while sparing their budget and protecting the environment.



SOLVED WITH SAFETY: SAFETY SOLUTIONS FROM STILL

Taking responsibility for safety in internal logistics is a big task for companies. But being well prepared in the long term will help to ensure you have healthy and hard-working employees, certainty as to costs in your operations and smooth processes. The result? On-time deliveries, satisfied customers and sustainable commercial success.

That is why STILL helps customers to establish and maintain the highest safety standards. Whether it's driving safety training, regular safety checks, warning signals, restraint systems, camera systems or collision avoidance sensors, STILL makes intralogistics processes even safer - tailoring the solutions to the individual customer and making sure that they are fit for the future. For safety to rely on!



STILL ELECTRIC FORKLIFT TRUCKS: SMART EFFICIENCY CHAMPIONS

Say goodbye to emissions: STILL electric forklift trucks draw on almost 100 years of electric expertise. Our customers benefit from industry-leading innovations, a zero-emission drive and performance that is on a par with diesel trucks - with much lower maintenance costs.

RXE 10-16C, RX 20 and RX 60 - the electric forklift series from STILL are the cleanest and most efficient way to move loads of up to eight tonnes. And they all have one thing in common: they set standards.

The 2020 'Logistics Oscar' went to the STILL RX 60-25/35. The judging panel was particularly impressed by the potential to support a zero-emission economy. In a productivity test that examined the combined performance of acceleration, driving and lifting capacity, the RX 60-25/35 electric forklift truck set a new record in its class with 363 pallets in 8 hours. With these results, not only can the STILL electric forklift hold its own against other battery-operated trucks, it can also compete with diesel trucks. As well as offering the highest range with one battery charge, the RX 60 boasts a spacious cabin with STILL Easy Control on-board computer.



Workhorses built to last

A SECOND LIFE

"It must never happen that someone else delivers anything better" – that was company founder Hans Still's understanding of quality. And it remains true today: STILL products are robust 'workhorses' built to last, and therefore destined for a second career as 'used truck'.

However: where wood is chopped, splinters must fall – and even with regular maintenance by STILL service technicians and good care, tough day-to-day logistics leave their mark, be it on the paintwork, the seat, the small parts

or the battery. There are three STILL refurbishment centres to take care of these trucks. In these centres, teams of experts assess the used trucks, classify the truck condition and carry out an in-depth inspection of the hydraulics, intensive tests of the electronics and, depending on the classification (bronze, silver or gold), a complete refurbishment with original spare parts and a new coat of paint. The drive battery is regenerated and then undergoes a capacity test. After a final quality test, the used truck is fit and ready for its second life.

"It must never happen that someone else delivers anything better"

It does not usually take long to find a new home for the used trucks via a network-based search agent that promptly informs interested parties about any used STILL forklift trucks that are currently available and meet their requirements. We have

around 25,000 used and refurbished forklift trucks and warehouse trucks of various types available across Europe. In Germany alone, there are around 1,000 used trucks ready to go at any time. Thanks to the transparent classification system used across Europe, our

customers are able to review the condition of the trucks on offer quickly and easily, compare them objectively and choose the right one for them.

There are around
25,000
used and refurbished trucks
in STILL's used truck
fleet in Europe.



QUALITY THAT PAYS OFF. IN EVERY RESPECT

The refurbishment and resale of trucks has many advantages – for customers and, in particular, for the environment, as it conserves valuable resources and prevents waste. For this reason, used trucks are becoming increasingly popular, particularly in view of sustainability factors, as they enable significant CO₂ savings to be made. Take steel as an example: around 2 kilograms of CO₂ is generated for every kilogram of steel produced. Used industrial trucks therefore help to improve the carbon footprint generated when using this type of truck.

Cut
CO₂
emissions with used trucks.



RENT INSTEAD OF OWN – GOOD FOR THE BUDGET AND THE ENVIRONMENT

Whether it's to cover production peaks, supply an event or replace broken-down equipment, there are many good reasons to rent a forklift or warehouse truck. With approximately 33,000 rental trucks throughout Europe, over 70 different truck types and a wide range of optional accessories and attachments, STILL offers the ideal solution for every challenge. In Germany alone, customers can rent STILL trucks quickly and easily from 35 locations, as well as via a 24/7 hotline.

The advantages are clear: maximum flexibility and cost efficiency, optimum availability and the best full service. Renting also enables you to use resources responsibly, and this factor is becoming increasingly important to companies. This is modern fleet management – in some cases, without a fleet at all.

33,000
rental trucks are available across
Europe for our customers to use
whenever they need them.



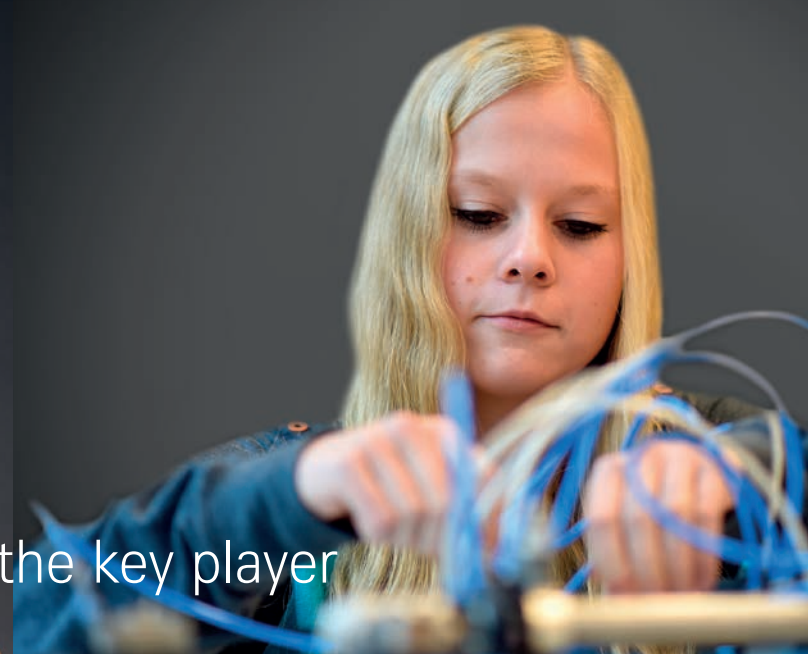
The relationship between the company and employees at STILL is characterised by responsibility, trust and communication. Promoting a positive corporate culture has long been an integral part of STILL's ethos and is considered to be a key factor in the company's success. We actively facilitate employee participation. In addition to ongoing communication through a range of committees, we maintain various forms of dialogue and always show one another appreciation and respect.

The continuous professional development of our employees is extremely important to us – both nationally and internationally. Contemporary training measures, a comprehensive talent development programme and optimal working conditions make us a more attractive employer, and therefore make the company more competitive in a challenging environment.

Attractive employer



You are the key player



FOCUS ON EMPLOYEES

The STILL story has always been the employees' story, too. The company feels a particular commitment to its employees.

After all, they have ensured the company's success for the

past 100 years. Axel Fiene, Senior Vice

President Human Resources, summarises

the company's attitude: "We know

how valuable our employees are to the

success of our company. They are 'key

players' in the truest sense. The STILL

team spirit is something rather special,

indeed unique in our industry.

We do everything we can to keep this

spirit going strong." That includes flexible

working time models, modern and future-proof workplaces,

fair performance-based pay and the shared values of mutual

respect and tolerance, which are not only embedded deep in the

corporate culture but are also actively practised in day-to-day

working life.

"We know how valuable
our employees are to
the success of our company.

They are 'key players'
in the truest sense."

TRAINING

To ensure a successful future for the company and the sustainable transfer of knowledge, we are training the talent of tomorrow today – properly and practically. In Germany alone,

around 50 apprentices and students on work placements start their careers at STILL every year. There are currently over 220 talented young people training in 15 commercial and technical professions and as part of successful educational cooperations with participating vocational schools and associations. By the way, the female trainees are no less qualified than their male counterparts. Over the

past ten years, STILL has trained around 70 talented young women. What's more, because STILL offers training places based on requirements, these young people have the best chance of being offered permanent employment with the company once they have finished their training. The hiring rate is over 95 percent.

Over
95 %
of apprentices are hired
by STILL.

FURTHER TRAINING

To bolster our position as an attractive employer in the long term and on an international level, STILL offers employees a comprehensive further training programme. Apart from numerous additional specialist qualifications, this programme includes management training for all management levels. From basic training to international courses for experienced managers, we always make sure that every manager is fully qualified for the role.

50 %
of employees
have been with STILL
for over 10 years.

TALENT PROMOTION

For young talents in particular, STILL offers attractive opportunities to develop their skills within STILL's international network. Our international programme for high-potential employees, for example, gives these young people the chance to attend interactive seminars. They work together on cross-departmental projects and present the results to the management at the final event.

EMPLOYEE RETENTION

A sustainable, appreciative HR strategy is the best investment we can make in our most valuable resource – our employees. That includes offering fair salaries above the standard rates and playing an active role in shaping the future for our employees, for example by providing charging infrastructure for our employees' electric cars at the Hamburg site. Our staff reward us for these attractive conditions with great loyalty: around half of all STILL employees have been with the company for more than 10 years.



The talent of tomorrow

STILL FUTURE DAY: GETTING A HEAD START

More than 150 students, mainly the children of STILL employees, regularly take part in the annual 'Future Day' at STILL: the perfect opportunity to learn more about where their parents work. They are introduced to various workstations and get a good insight into the technical world of work. It's a classic win-win situation: the families benefit because there is a better understanding within the family of the different worlds that the children and parents live in, and STILL has the opportunity to get the next generation interested in the company and the prospect of a career in a technical field.

SCHOOL AND UNIVERSITY COOPERATIONS: THEORY AND PRACTICE

Keeping one step ahead in the global competition for talent is an important but challenging task. We work closely with schools and universities to reach interested young people early on and give them a practical insight into the company and the diverse career paths available. Participants from schools and universities get to work on specific tasks and projects and engage with issues that are relevant to real life, giving them the opportunity to get to know the company and learn more about STILL as an employer.

More than
150
students
regularly take part in the
annual 'Future Day'
at STILL.



Employer awards

Visibly happy:
apprentices at STILL
in Hamburg



MULTI-AWARD-WINNING EMPLOYER

STILL has won multiple awards for the company's sustained commitment as an employer. In 2021, we were named a 'Top Employer' by the renowned 'Top Employer Institute' for the tenth time in a row for our HR strategy and employee focus. The rating is based on a standardised catalogue of requirements and an audit. Our HR measures have been praised in other countries, too. STILL Italy and the Luzzara plant, for example, proudly bear the title 'Welfare Champion 2021'. This award is conferred under the patronage of the Italian government each year to companies that are particularly committed to their employees' well-being. STILL received the top rating of five stars, a rating that only the top 2% of companies achieved.

"We rely on the knowledge of talented young people."

IN-DEMAND WORK PLACEMENT AND TRAINING ORGANISATION

STILL also regularly receives awards for the way in which we support young people, including the 'Fair Company' seal and the highest ranking in the competition for Hamburg's best training organisations ('Hamburgs beste Ausbildungsbetriebe'). We are particularly proud of these awards, as we invest a lot into supporting and training the next generation.

For example, we have an internal work placement policy at STILL that ensures placements are useful and purposeful, and that they offer appropriate, comprehensive and fair support to participants. "Our aim is to be the technological market leader. Innovation is therefore a key strength for STILL," explains Axel Fiene, Senior Vice President Human Resources. "We rely on the knowledge of talented young people and are delighted if they are happy with the training they receive from us."





Dialogue and participation

Transparent, respectful dialogue with employees and opportunities for them to participate in the company have been key elements of the corporate culture since the company was founded by Hans Still in 1920. They have become increasingly important over the years and today are an integral aspect of that special STILL spirit. The most important organisation for dialogue and participation is the works council. Jörg Milla is the chair of STILL works council. In the interview he explains, among other things, the purpose of his role.

Mr Milla, how would you describe what the works council does in a few sentences?

As an elected body for the entire workforce, we are responsible for representing employees' interests to the company. This means all groups of employees, so we also have apprentice representatives and representatives for employees with disabilities. We consider ourselves to be a mouthpiece for employees and an interface with the company. Specifically, this means, for example, that we make sure STILL as

an employer adheres to all applicable European standards and also creates and maintains attractive and secure jobs for future generations.

What role does employee participation play in this?

Dialogue and participation are very important – both to the staff's self-image and the respectful relationship maintained between employer and employees, and to the company's ability to innovate. STILL understands this and promotes a corporate culture in which

communication and engagement happen frequently and authentically in both directions. We have jointly developed various formats that have helped to institutionalise dialogue and participation.

How would you describe your relationship with the company?

It's like a partnership. We view ourselves as an interface, not the 'other side'. Of course, there are always controversial topics and issues where we fight hard with the company to reach an agreement, but don't want to be seen as the 'nay-sayers' as a matter of principle. We prefer to be active participants wherever possible, helping to shape the company – and in my experience, that is best achieved with mutual trust and respect, in constructive, appreciative cooperation.



DIALOGUE WORKSHOPS: KEEPING IN CONTACT

Management and employee representatives hold regular dialogue workshops. They use these workshops to discuss the current issues tackled by employee representatives and raise awareness of the concerns of various groups.

IDEA MANAGEMENT: PROMOTING GOOD IDEAS

The ability to innovate is one of STILL's biggest driving forces and will continue to be a key factor for success in the future. Good ideas are therefore always welcome – whether they involve products, processes, technical solutions or structural improvements, and whether they come from top management or junior staff. The idea management committee, which has an equal number of employer and employee representatives, ensures that the suggestions are not only collected and assessed, but are also gradually implemented.

GROUP WORK IN PLANTS

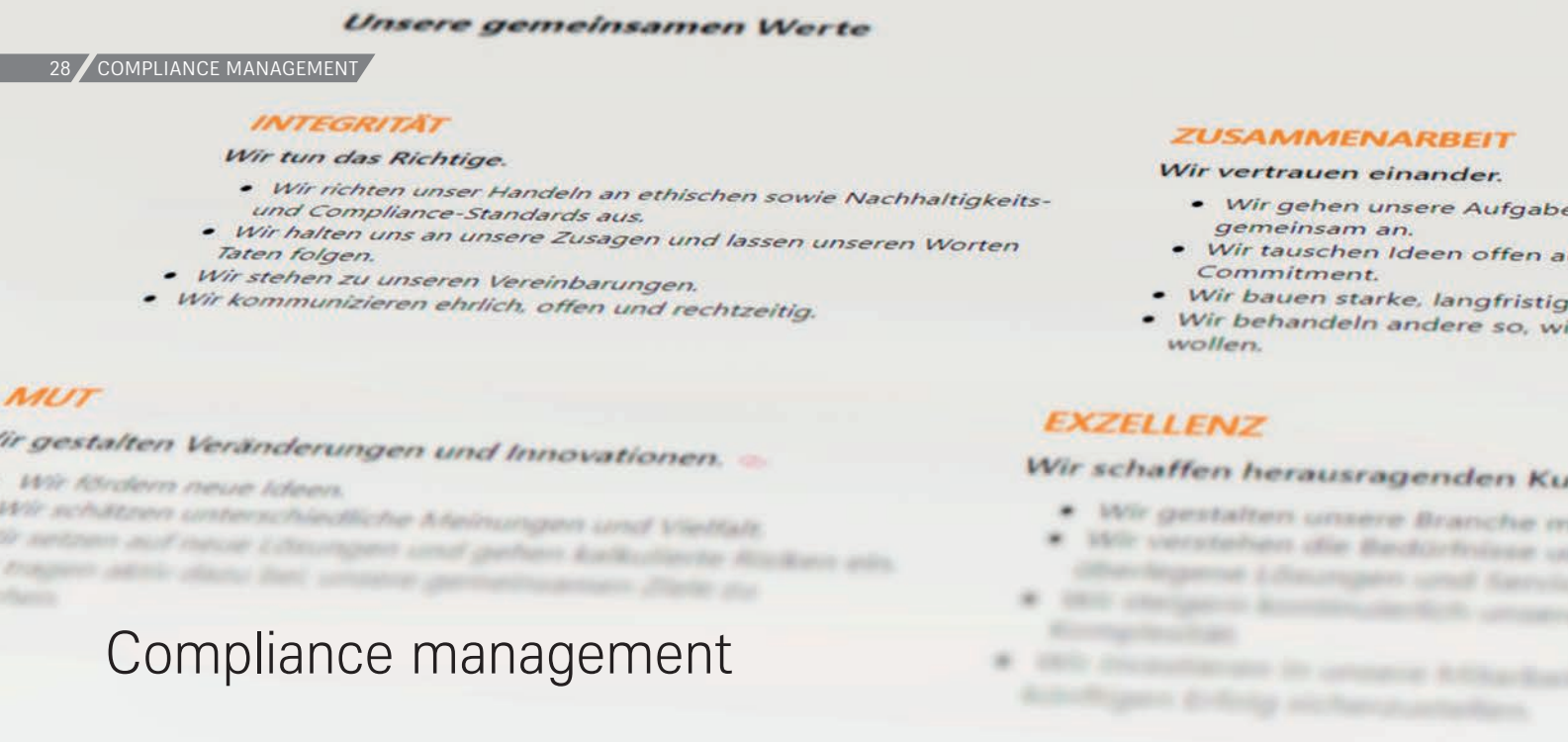
Our reorganisation of group work in plants towards the end of 2021 marked an important milestone on the road to even more productive cooperation and more participation opportunities in plants. Roles and duties are now clearly defined and responsibilities spread across more shoulders. Shop floor management is also more integrated. This makes STILL a real trailblazer in the industry when it comes to the democratisation of work processes in plants – for better results and happy employees who engage with one another on the same level.



THE PARTICIPATION TRIAD

Works council & employee participation	Supervisory board & corporate co-determination	Trade union
<ul style="list-style-type: none"> – Group works council for KION Group with STILL representatives – European works council for KION Group AG with STILL representatives – STILL works councils at the branches – STILL headquarters works council 	<ul style="list-style-type: none"> – KION Group AG supervisory board with STILL representatives – STILL GmbH supervisory board 	

Participation as a core component of the corporate culture



Compliance management

CLEAR GUIDELINES FOR COOPERATION IN THE SPIRIT OF PARTNERSHIP

Integrity, cooperation, courage and excellence are our company values. They provide a clear framework for all that we do at STILL. Full compliance with laws, guidelines and voluntary codes of conduct is non-negotiable as far as we are concerned. Our comprehensive compliance management system is based on the KION Group Code of Compliance (KGCC), which defines guidelines for ethical, value-oriented and legally compliant conduct in business. It also provides a binding framework for how we engage with colleagues, customers, partner companies and the public. The Code of Compliance is available in 24 languages and is updated whenever required to reflect the current legal situation and current circumstances in the company.

An independent, trusted point of contact was set up in 2021 in the form of the STILL Compliance Committee.

STRONG THROUGH PREVENTION, CONSISTENT IN THE EVENT OF BREACHES

In compliance management, there is a strong focus on prevention. Apart from clear guidelines, there is also a wealth of information and a wide range of advisory services and training courses available. Through the hard work of our compliance

officers and representatives, we ensure that the workforce are always kept fully informed about all compliance-related issues and understand the importance of acting in a value-oriented manner.

We provide regular training to our employees on important issues such as fighting corruption, conflicts of interest, competition law, combating money laundering, IT security and human rights. All new employees are required to complete e-learning courses on the KGCC, anti-corruption and respectful conduct towards one another, and we are continually adding to the range of training measures available. Employees who do not have access to a computer in the workplace and those with compliance-critical duties attend in-person training. In 2021 alone, some 10,148 participants completed more than 7,224 hours of online and in-person training on compliance matters. All potential violations of our compliance guidelines are immediately investigated and any proven misconduct addressed with disciplinary measures.

NO ROOM FOR DISCRIMINATION

Open-mindedness, tolerance and diversity. As an employer, we are extremely proud of our company's diversity and do our utmost to protect it. Treating one another with respect – at all levels – is crucial to this.

At STILL, we do not tolerate discrimination of any kind, be it due to skin colour, nationality, religion, age, gender, health or sexual orientation. We actively promote equal opportunities and equal treatment and are always alert to any potential instances of discrimination or harassment in day-to-day working life. If any employee has observed or experienced violations of our compliance guidelines, we are always here and ready to listen. No matter how employees choose to get in touch, we will listen, take them seriously and examine every reported case.

DATA PROTECTION

Data protection and IT security are a top priority at STILL and are governed in a data protection policy that applies to the entire KION Group. There are also models and templates for employees to refer to when handling personal data and sensitive business data on a day-to-day basis. "Protecting sensitive, personal data is a big responsibility," says Thuy Altmeyer, STILL Data Protection Coordinator. "That's why we have defined appropriate, secure processes and measures to protect this data and comply with statutory provisions. In particular, individuals in key roles are regularly given targeted training, as data protection depends on the people involved."

Through the provision of online training and regular reports on the intranet, we ensure that every single employee is familiar with the basic principles of data protection, reporting obligations and the Group-wide compliance reporting system and receives ongoing training in this area. Every single incident is assessed with respect to its general relevance to help us continually improve data protection within the company.

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Responsibility towards society

Corporate social responsibility is an integral part of STILL's company ethos. As an international company, we show that we are a good neighbour through our commitment to social and humanitarian causes at all our locations. This is particularly true of our headquarters in Hamburg, the city where our company was founded and that we have felt a strong connection to for decades. Here, like at our other locations both in Germany and abroad, we support numerous social institutions.

To ensure transparency and legal certainty for the company and its employees at all times, our social engagement always follows the Group-wide guidelines on donations, which define the relevant principles and focus areas, responsibilities and decision-making processes.



Putting people first

Companies are part of society and are therefore responsible for how society develops. For STILL, this has always been a focus for the company. Ever since STILL was first established, the company has been committed to improving the living conditions of its employees and their families, supporting and promoting collaborative activities and fair cooperation. And this is still true today, coupled with the company's aim of being a 'good neighbour', a neighbour who is there when needed, who provides assistance where support is required and who always focuses on the needs and conditions of the local area. The individual measures taken are as wide-ranging and diverse as the global STILL locations themselves. They include charitable activities in sports, culture and environmental protection and projects supporting the inclusion of people with health difficulties. STILL also focuses in particular on support for children and young people from socially disadvantaged backgrounds.

"Our desire to support children and young people is not just a matter close to our heart. In many respects, it is a valuable investment in the future," says Frank Müller, Senior Vice President Brand Management STILL EMEA, explaining the company's commitment. "We believe that it is our social responsibility to ensure that young people, particularly those who have had a difficult start in life or in the world of work, have equal access to education."

In keeping with this principle, STILL supports charities and social institutions that share the same view. The aim is always to establish and maintain a long-term, ongoing cooperation with these organisations.

STILL has been supporting regional projects dedicated to socially disadvantaged children and young people for

11 years.



THERE WHEN IT MATTERS

In addition to supporting long-term projects dedicated to young people, inclusion, environmental protection and innovation, STILL also believes it is the company's responsibility to step up if the 'worst comes to the worst'. There will always be situations and times when help is urgently needed

Hearts in the right place and a good sense of partnership and solidarity.

and solidarity can be demonstrated in many different ways. Times like these call for rapid, pragmatic action unhindered by bureaucracy. STILL takes this responsibility seriously. For example, at the start of the coronavirus pandemic, the company provided urgently needed trucks free of charge to transport disinfectant and food donations. The company and employees also provided a great deal of support during the devastating floods in North Rhine-Westphalia, Rhine-Palatinate and Bavaria in the summer of 2021, also in cooperation with various relief operations. STILL provided trucks in the

affected areas at short notice, assisting organisations including the German Red Cross. Employees generously donated their time for the regions affected.

What's more, employees did not think twice when a long-standing supplier in the flooded region needed help to rebuild its production

facilities and were quickly on hand to assist – a brilliant example of solidarity in action. "In doing this, our employees not only demonstrated great personal commitment, but also showed that their hearts are in the right place and they have a good sense of partnership and solidarity," says Frank Müller, Senior Vice President Brand Management STILL EMEA.



Side by side: at STILL, employees with and without disabilities have been working side by side for over 10 years.

COOPERATION WITH ELBE WORKSHOPS: LONG-STANDING INTEGRATION

The integration of people with disabilities in day-to-day work is a goal that STILL has aspired to for over 10 years. The company is supported in this endeavour by the Elbe workshops initiative (Elbe-Werkstätten) as part of a cooperation that started back in the 1980s. And they do this with great success: as people with disabilities are now fully integrated into STILL's work processes. Both sides benefit from the long-standing cooperation: STILL gains hard-working, highly motivated employees, and the Elbe workshops have achieved their goal thanks to the natural, integrative cooperation between people with disabilities and those without.

RETRAINING WITH STILL: SUPPORTING A FRESH START

One of the areas that STILL focuses on as part of its commitment to society is the reintegration of people into work after an illness or accident. The company pursues this goal in cooperation and close coordination with the German Federal Employment Agency, the German Pension Insurance Association (Deutsche Rentenversicherung Bund) and the rehabilitation agencies supporting vocational training. By offering practical work placements, STILL provides the opportunity for people to take their career in a different direction, helping individuals whose professional experience would otherwise remain untapped back into the world of work.



NORDMETALL TRAINING AND INTEGRATION PROJECTS: PROVIDING OPPORTUNITIES, TAKING OPPORTUNITIES

Giving young people the chance they deserve: STILL believes that the company's social responsibility includes ensuring young people from a migration or socially disadvantaged background get a good level of training. For many years, STILL has set aside a number of training positions for supposedly weaker candidates. Young people like Mechti Sarvari and Moubarak Alidou, for example: Mechti (22) arrived in Hamburg from Afghanistan in 2011 without any knowledge of German. He had to start from scratch. Moubarak (21) is from the north of Togo. He fled to Germany with his mother and siblings via Côte d'Ivoire and France. He also had a tough start: "It was a complete culture shock." Both worked hard to learn German as quickly as possible and achieve their school leaving certificate.

For Mechti and Moubarak, the 'NORDCHANCE' and 'NORDCHANCE Plus' projects run by the Nordmetall employers' association were a stepping stone to STILL. Both initiatives offer young people in need of support the opportunity to complete an entry-level vocational qualification/training programme, with the 'NORDCHANCE Plus' project aimed specifically at young refugees. After successfully completing their practical work placements with STILL, Mechti and Moubarak progressed seamlessly onto their training to become construction mechanics. And they are both extremely grateful for the

opportunity: "You could say that STILL has saved my life and was basically the last chance I gave myself and my last attempt to get a training place. I'm so happy that I persevered and finally got this position," says Mechti. Moubarak adds: "I'm really grateful for the great working environment at STILL and for being so well integrated. I genuinely look forward to work every day."

Jan Wehlen, Training Manager at STILL, understands that young people who have been through tough personal situations tend to have strong personalities. Young people who have experienced problems as a result of their background or language difficulties often have particular practical skills and qualities that can be beneficial when training to become a construction or industrial mechanic. Jan Wehlen explains: "The training and integration projects run by our employers' association Nordmetall, 'NORDCHANCE' and 'NORDCHANCE Plus', really help us to find and integrate motivated, skilled employees. I'm pleased that, by participating in these projects, the STILL training team is also able to do its bit to support our company's social responsibility." So it's a win-win situation: Mechti and Moubarak get a shot at a promising career and STILL gets some young employees with great potential.

For over

30

years, STILL has been working with Elbe workshops to the benefit of both sides.



SUPPORTING CULTURE AND YOUNG PEOPLE IN HAMBURG

STILL has been supporting three projects dedicated to children and young people in Hamburg for many years. At the Mittagskinder Foundation, around 200 children in Hamburg regularly receive a healthy lunch, educational support, help with homework and the sense of security that comes with being part of a community. The Kultur Palast Billstedt Foundation has been bringing together children and young people from various nations in music and dance projects for the past 40 years and promotes cultural understanding and integration. STILL has a special cooperation with the Wilhelmsburg Production School, which supports young people who are officially classed as 'incapable of being educated'. STILL offers these young people the chance to find a way into the world of work. The company's commitment also demonstrates how seriously STILL takes its social responsibility: as a company that relies on a great deal of innovation, by supporting this initiative, STILL is also helping to secure its own future. This is the only way to safeguard STILL's corporate social responsibility in the long term in a manner that is credible and aligned with the company's core business.

ACTIVITIES ABROAD: COMMITTED GLOBALLY

STILL is committed to being a socially responsible company at all its locations, nationally and internationally. To fulfil this responsibility, the company engages in a variety of activities that all have one thing in common: they support people locally – quickly, pragmatically and effectively. The company-wide guidelines on donations and the local conditions are always taken into account in all these activities. Below are just two excellent examples of the numerous ways in which the company and its subsidiaries support their local community.

In the Czech Republic, STILL helped non-governmental organisation 'Cesta Dom' to procure an urgently needed ultrasound probe to treat seriously ill patients in their own homes. The company also enables children in the Czech Republic to participate in summer camps that offer a variety of leisure and sports activities, as well as wide-ranging support. In Poland, STILL supports the 'Miasto Dzieci' project, which is dedicated to children from poorer families and uses fun activities to give them ideas for potential future careers. STILL has also started a children's aid initiative itself in Poland with the 'STILL Pomaga Dzieciom' (STILL helps children) project: launched in 2013, the project works with relevant partner organisations to supply families in need with donated clothes, school materials and medicine, and even presents at Christmas.



PLANT-MY-TREE - ONE THOUSAND TREES FOR A HEALTHIER ENVIRONMENT

Environmental protection is one of the most important 'hot' topics in logistics and is the subject of much lively debate in the industry. STILL puts its money where its mouth is and actively participates in the PLANT-MY-TREE project, which is helping to offset CO₂ emissions with nationwide reforestation campaigns.

"This idea immediately caught our attention, and we quickly decided that we wanted to participate ourselves with 1,000 trees," says Michael Quest, Head of STILL branch Hanover/Bielefeld. He continues: "I believe that the preservation of an intact environment is crucial to our very existence. That's why we feel we have an obligation to use natural resources in a responsible manner. STILL follows this principle when developing new products by considering the impact of these products on the environment at an early stage."

With
1,000
trees planted,
STILL is helping to offset
CO₂ emissions.



STILL IS SUPPORTING BEE COLONIES IN THE HAMBURG REGION

Since 2019, we have been actively combating bee mortality and thereby supporting nature and species conservation in the region. We have adopted four bee colonies, which are now set up on the roof of our headquarters in Hamburg. The number of bees in Germany has been consistently declining for decades. Bees are protected by the German Federal Nature Conservation Act because of how important they are to biodiversity; however, the insects are increasingly struggling to find suitable habitats. The Hamburg site in Billbrook is perfect for them: with its riverbank areas near the River Bille, it offers the ideal living conditions for bees all year round. Bees travel up to five kilometres away from their colony to search for food. This means that the STILL bees will pollinate many trees and plants along the nearby Bille riverbank and in the green spaces in the industrial area over the years to come, helping to make this part of the city more ecologically diverse.

ZERO EMISSIONS

Climate change, demographic development, new, sometimes disruptive technology – we are all facing big challenges when it comes to creating a future that is successful, sustainable and liveable. Only those companies that have a solution to the key issues affecting this future will be successful in the long run.

STILL has been tackling these issues for over 100 years already, and we will continue to do so in the future. We will use our ability to innovate and our competitive position to carry our company, its customers and the society that we are a part of forwards. This is the only way to ensure that we live up to our own leadership claim. And the only way to ensure that we can give our customers what they rightly expect from us: top performance and reliability, efficient and environmentally friendly products, tailored solutions for their company. Sustainability is therefore integral to our entrepreneurial activities and at the same time the basis for our success. The challenge of the future – we're ready for it!



The challenge of the future



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STILL is certified in the following
areas: Quality management,
occupational safety, environmental
protection and energy management.



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