

SUSTAINABILITY MANAGEMENT ATTÜV SÜD

- 16** Sustainability – Our mission
- 17** Corporate sustainability management
- 18** Stakeholder dialogue

Sustainability – Our mission

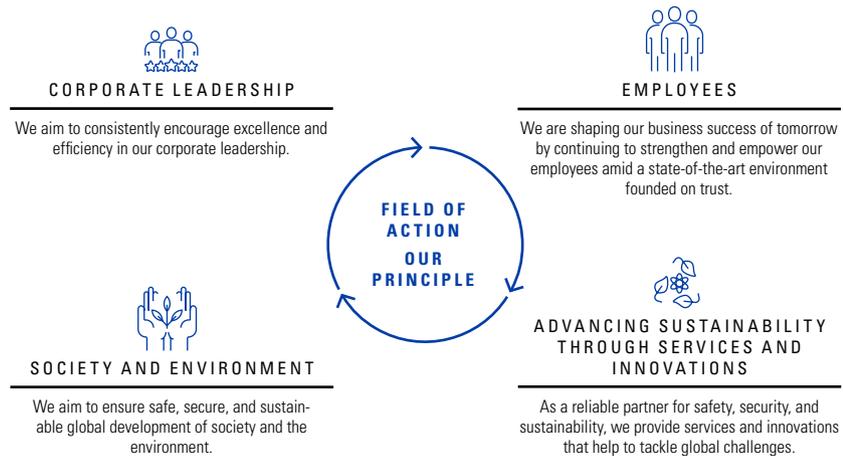
Sustainable, responsible action aimed at protecting people and the environment has been a pillar of TÜV SÜD's corporate objectives from the outset and has served the company as a guiding principle since its foundation over 150 years ago. From our inception, we have protected people, the environment, and assets against technology-related risks and thus fostered technical progress. We support and shape the march of technological change, constantly adjusting and aligning our services with the aim of guaranteeing optimum safety and security as we fulfill our task at all times.

Guided by our corporate strategy, “The Next Level. Together.”, our corporate purpose, and our vision and mission, we defined four core areas of action in the field of sustainability: Responsible Leadership, Commitment to Our Employees, Advancing Sustainability through Services and Innovations, and Society and Environment. The four fields of action were subdivided into further topic areas. In the next phase, we aim to review the fields of action in a materiality analysis and draw up tangible objectives for them. Until this phase is complete, an overarching aim will set the strategic direction for the individual fields of action.

» 04

Our principles for the individual fields of action

» 04



Corporate sustainability management

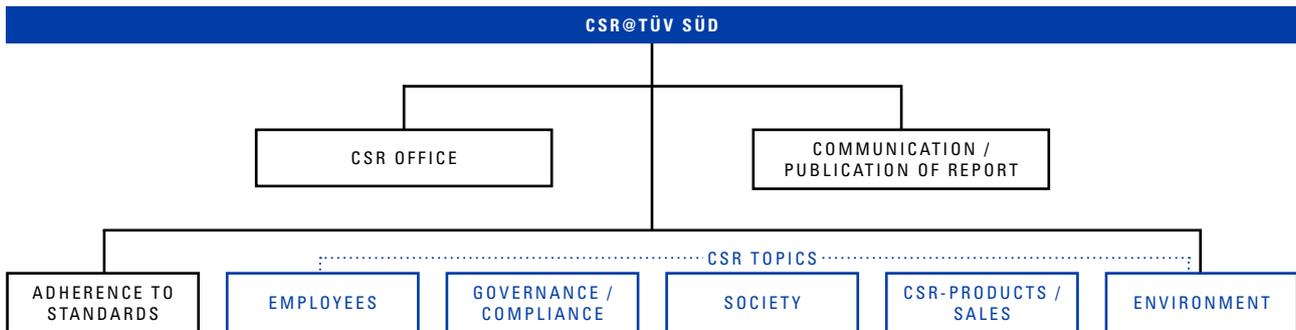
In the same way that our corporate purpose spans the company as a whole, we perceive sustainability as a task that is owned by each and every individual in the company. Every one of us is called upon to show conduct and actions that contribute toward achieving the goals and targets for our own area.

As part of a group-wide project, coordinated by the CSR Representative of the Board of Management and including the heads of the corporate functions of TÜV SÜD Group, the newly established CSR Working Group is laying the foundations for a targeted approach and group-wide reporting.

This will include analysis and evaluation of the main fields of action, involving key stakeholders, as well as definition of goals, targets, and performance indicators. The results from the working group will regularly be reported to the Board of Management. 11 05

Project organization

11 05



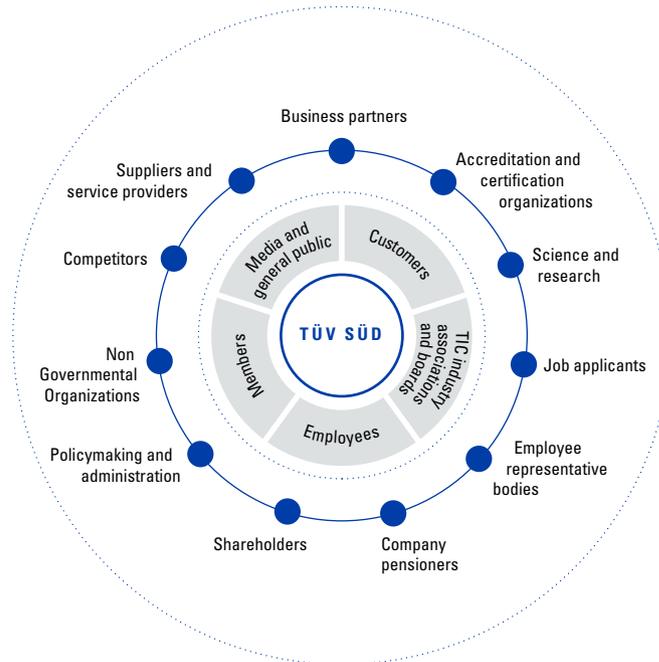
Stakeholder dialogue

Systematic and ongoing dialogue with our internal and external stakeholders drives a constant flow of fresh impetus, both in daily routine business and in the long-term course of our business activities. We have identified the following stakeholder groups:

.ii 06

Overview of key stakeholders

.ii 06



Our Stakeholder Dialogue primarily focuses on the stakeholder groups that play the most significant roles for our company's success and for fulfilling our social responsibility. In addition, we aim to consider the specific interests of the individual stakeholder groups with respect to our activities and our sustainability performance.

In this context, the following target groups and forms of dialogue are particularly important in sustainability management at TÜV SÜD:

DIALOGUE WITH OUR EMPLOYEES

- **Information and dialogue platforms:** In 2018 we reorganized our internal communication structures to reflect the results of a global employee survey. The goal was to ensure that industry- and country-specific features of the individual corporate units and entities were as clearly visible as the corporation as a whole. To achieve this, a cross-media publication entitled TÜV SÜD IN – comprising a quarterly magazine flanked by a digital platform on the microsite in.tuv-sud.com for extra content and for location-independent access – was initiated together with a regular email newsletter. In addition, an accompanying app was launched in the in-house app store at the end of 2018. Regular employee surveys ensure that TÜV SÜD always matches the interests and expectations of the target group. A web-based information platform acts as a collection point for relevant information. This serves as the most efficient method of communicating the corporate strategy “The Next Level. Together.” and concrete strategic measures to all employees.
- **Employee survey:** The regular employee survey provides a further channel where employees can give feedback anonymously and engage in follow-up dialogues with their line managers to initiate sustainable change.
- **Direct dialogue offerings:** An average of three to six central information events entitled “Let’s Talk About TÜV SÜD” are held annually at various locations in Germany. The events give all employees an opportunity to find out about the company’s current situation and plans for the future. In addition, the Board of Management is present at the events to answer questions. The topics addressed at the events, the speeches, and the main questions and answers are posted on the Intranet afterwards in German and English and can be accessed by all employees. At international companies, employee dialogue takes the form of individually tailored employee information announcements and information events, generally organized by local management.

DIALOGUE WITH OUR MEMBERS

- **Annual General Meeting of TÜV SÜD e.V.:** TÜV SÜD e.V. is the majority shareholder of TÜV SÜD AG. Once a year the members of TÜV SÜD e.V. attend an Annual General Meeting. The event provides them with the opportunity to find out about the activities of the organization and the TÜV SÜD Group in the last financial year, to pass any resolutions required, and to discuss TÜV SÜD or issues of socio-political relevance with the Board of Management and the other members present.

DIALOGUE WITH OUR CUSTOMERS AND THE PUBLIC

- **Customer events:** As direct points of contact to our customers, our local entities are also in the forefront of stakeholder dialogue. Organizing an array of events and activities, they help ensure our customers are always up to date concerning our service offerings as well as the latest technology trends or any upcoming requirements to be imposed by official bodies and standard owners.
- **Corporate magazine ABOUT TRUST:** : Our corporate magazine, ABOUT TRUST, is published three times a year in German and English. With a print run of over 50,000 copies, it is distributed free of charge to members of TÜV SÜD e.V., interested customers, media, and employees. The microsite about-trust.tuv-sud.com, which is part of the TÜV SÜD website, contains the contents of the printed edition together with additional information. The magazine is printed in a climate-neutral process on paper sourced from sustainable forestry management.
- **Annual Report:** Our Annual Report is designed to report on our activities with the same transparency as is required of a capital-market-oriented company. It thus goes far beyond the statutory requirements for reporting. The in-depth financial report is complemented by a lavishly designed image section presenting our strategic directions and interesting projects from the reporting period in a highly readable style. All content from the printed publication is also available on the microsite annualreport.tuvsud.com.
- **Press and social media activities:** We publish between 250 and 300 press releases per year as part of our communication activities. Our media relations representatives act as central points of contact, providing fast and knowledgeable answers to inquiries from journalists. In addition to classic channels such as daily newspapers and magazines, radio, and TV, the content of our press releases is seeing increasing distribution on social media.

DIALOGUE WITHIN THE TIC INDUSTRY

To represent and strengthen the interests of TÜV SÜD and of the testing, inspection, and certification (TIC) industry as a whole and drive the development of high quality standards and innovation in the sector, we engage in ongoing exchanges of expert opinions with other industry players. We are members of numerous national, European, and international boards and committees, proactively contributing our knowledge, experience, and technology. Our memberships include the following:

- As a member of the **TIC Council**, TÜV SÜD plays a major role in shaping the development across the entire TIC industry. The Council is an association of around 90 global leading companies and organizations providing international testing, inspection, and certification services. Founded in December 2018, it was created by the merger of the International Federation of Inspection Agencies (IFIA) – the former TIC umbrella organization – with the International Confederation of Inspection and Certification Organisations (CEOC). TÜV SÜD was a member of both organizations.

The TIC Council calls on governments and other key interest groups to work toward effective solutions that protect the public, facilitate trade, and support innovations. The Council highlights the added value to society delivered by TIC services and the associated advantages in terms of safety, security, certainty, quality, health, ethics, and sustainability.

As an assembly of specialists and experts, the Council is a valuable repository of information for political decision-makers all over the world. Its members pledge to make use of their knowledge to assist governments in protecting health, safety, security, and the environment, support manufacturers in negotiating the complex global trade landscape, and provide consumers with certainty about the safety of the products they purchase. In addition, all members of the TIC Council undertake to fulfill high standards of ethics and integrity. Membership of the TIC Council requires implementation of a compliance code which is reviewed annually in an external audit.

→ MANAGEMENT SYSTEM STANDARDS
ISO.ORG

→ TÜV SÜD plays an active role in national, regional, and international standard setting, e.g. in the **International Organization for Standardization (ISO)**. ISO is an impartial non-governmental international association of 164 national standards organizations and develops internationally valid norms and standards. ISO produces documents containing requirements, specifications, guidelines, or features which can be consistently applied to ensure that materials, products, processes, and services are fit for purpose. Through its members, the organization brings together experts in exchanges of knowledge for the purpose of developing voluntary consensus-based market-relevant international standards that support innovation and offer solutions to global challenges. As a committed member of the ISO CASCO Committee, TÜV SÜD contributes to the development and setting of international standards by ISO. The CASCO committee addresses issues of conformity assessment, developing guidelines and publishing conformity assessment standards. However, it does not perform conformity assessment.

→ VdTÜV
VDTUEV.DE/EN

→ Prof. Dr.-Ing. Axel Stepken, Chairman of the Board of Management of TÜV SÜD, represents the company in the **Verband der TÜV e.V. (VdTÜV)** in his capacity as vice-chairman of its board. VdTÜV organizes technical and scientific exchanges of ideas and experience and represents its' members political and specialist interests in the political, administrative, business, and public sectors at national level. It has the aim of preserving the high level of technical safety in society and developing safe and reliable framework conditions for technological change.