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Thoughtleaders for trust

How does trust develop?
What gives us a sense of orientation in a complex world that is becoming increasingly interconnected?
What are the major technologies that shape, change and enrich our lives today and in the future?
What gives us the reassurance that the things that surround us are truly safe?
How is safety provided?

DEKRA has been providing safety since its foundation over 90 years ago.
With passion and expertise.
With 44,000 employees worldwide today.
With our network of extensive expertise and diverse services in the Automotive, Industrial and Personnel areas.
With a view to the future and to the major challenges that await us:

We think ahead for safety.
On the road, at work and at home.
And especially with regard to digitalization.

THE MANAGEMENT BOARD
Drivers of a global safety culture

STEFAN KÖLBL
Chairman of the Management Board DEKRA e.V. and DEKRA SE

CLEMENS KLINKE
Member of the Management Board DEKRA SE, Head of the DEKRA Automotive Business Unit
IVO RAUH
Member of the Management Board DEKRA SE,
Head of the DEKRA Industrial Business Unit

ROLAND GERDON
Member of the Management Board DEKRA e.V. and DEKRA SE
Finance, Personnel and IT

THOUGHTLEADERS FOR TRUST
Partners with sound roots

1925
- Founded in Berlin as a registered society

1970
- End of the 1970s: presence in workshops

1996
- Company-wide realignment

1960
- Approval as a vehicle inspection organization

1990
- Establishment of an extensive inspection network in the new federal states
2005 Development of industrial inspection business

2007 Entry into material testing and inspection

2009 Entry into product certification

2012 Expansion of consulting business for organizational and process safety

2014 Entry into the vehicle inspection business in New Zealand

2015 Entry into the EMC/wireless inspections market

2016 Pooling of expertise in inspection of autonomous driving

2017 Investment in the largest manufacturer-independent testing center for autonomous and connected driving in Europe

2018
DEKRA at a glance

- Doubling of sales: +118 percent in the last 10 years
- Acquisitions over the past 3 years: 27
- Revenue: 3,134. million EUR
- Organic growth in excess of: 90 percent
- Vehicle inspections: 26 million
EMPLOYEES WORLDWIDE

4,057
as at December 31, 2017

AVERAGE LENGHT OF SERVICE IN 2017 IN YEARS

9.7

MORE THAN

50
countries

WORKFORCE GROWTH OVER THE PAST 3 YEARS

+9,036
equivalent to +26 percent

88
nationalities

MORE THAN

50
countries

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Today and tomorrow
Mobility of the future

High-tech assistance systems and semi-autonomous functions

Driver assistance systems such as parking sensors are fitted as standard on many of today’s cars. They perform control and monitoring tasks to ensure convenience and, above all, better safety. For this reason, DEKRA is calling for driver assistance systems that promote safety to achieve even greater market penetration as an important step toward the realization of Vision Zero – a future without traffic fatalities by 2050.
TEST TRACK

Robot cars on the EuroSpeedway Lausitz

Since November 1, 2017, the primary focus at the EuroSpeedway Lausitz in Brandenburg is no longer on speed, but on safety. DEKRA is developing Europe’s largest manufacturer-independent center for autonomous and connected driving around the asphalt tri-oval near the A13 from Dresden to Berlin. The goal is to bundle all the safety expertise at DEKRA for the mobility of the future.

MOBILITY TOMORROW

A vision of autonomous driving

Until recently the stuff of science fiction, today the epitome of future mobility: Autonomous driving. This is why many concept vehicles no longer feature a cockpit. Eliminating human error from road traffic makes driving safer, and the systems can avoid areas of congestion, thus conserving energy.
Approval tests

**BROAD SPECTRUM**
For vehicle safety, DEKRA offers a broad spectrum of approval tests – from tests during the development phase to conformity-of-production tests all the way to market surveillance.

**60,000** pages of regulations for homologation & type approvals

Testing innovations

**2,000** crash and sled tests per year

**11.4** billion euros is the amount that V2X technology could save by 2035

**NETWORK OF EXPERTISE**
Connectivity plays a central role for the future of mobility. In the Spanish city of Málaga, DEKRA is testing how well and how reliably vehicles can exchange information with their surroundings. Málaga is one of the DEKRA competence centers along with the EuroSpeedway Lausitz and the high-tech laboratory in Hsinchu.

An autonomous car generates

**4,000** gigabytes of data per day
Testing every step

He is the new man in charge at the Euro-Speedway Lausitz: Volker Noeske. He is head of the DEKRA Technology Center and is now about to establish Europe’s largest test track for autonomous driving.

VOLKER NOESKE
Head of the DEKRA Technology Center in Klettwitz

MR. NOESKE, WHAT ARE YOUR PLANS FOR THE EUROSPEDWAY LAUSITZ?
On the 540-hectare site, we are setting up an international testing center that will offer comprehensive testing facilities for mobility innovations.

HOW EXACTLY DO YOU GO ABOUT TESTING?
We simulate everyday situations. At the Euro-Speedway Lausitz, we have numerous scenarios that are available immediately, such as a highway and country road route. City circuits and a large multi-purpose asphalt area are currently being constructed.

WILL DEKRA ALSO CONSIDER NETWORKED VEHICLES AT THE NEW TEST CENTER?
Our next step will be to develop testing scenarios and testing hardware for examining communication from vehicle to vehicle and to the wider infrastructure at the EuroSpeedway Lausitz.
High risk potential

In the automotive industry, humans and robots are already working on the same assembly lines. For instance, robots hoist heavy battery units with unerring accuracy into the bodies of hybrid and electric vehicles. Humans monitor the movements. Yet the more complex the procedures, the less a machine can be used. Consequently, humans have so far been irreplaceable and work ever closer with machines. This presents hazards.
Robots and machines reduce workloads and support humans

The digital transformation is an issue of great concern to society. Industry as a whole is also subject to radical change. Up to now, humans and machines have been strictly separated from one another. Today, the fields of automation and robotics are working toward a single goal: Cooperation between humans and robots. Hand-in-hand production that dispenses with dividing safety barriers. Digitalization is accompanied by rapid and comprehensive networking. Where this involves robots working on an assembly line or sensitive data, the safety of an entire company can be at risk. To this end, an Alliance for Cyber Security has been formed in Germany. DEKRA is a full member of this alliance.
Organizational safety

45% fewer accidents thanks to the DEKRA Behavioral Accident Prevention Process

FEWER ACCIDENTS THANKS TO SAFE PROCESSES

DEKRA Insight is a global partner for organizational and process safety. Safety is not confined exclusively to production, but must also be planned and exemplified at management level. With this approach, DEKRA Insight boosts attentiveness across all business processes.

customers worldwide
5,500

Innovation partnership

MAN-MACHINE COOPERATION

Robotization is transforming the world of work from the ground up. Humans are being allocated new tasks, generally with a more challenging requirement profile, for example, because they are working hand in hand with a machine.

1% of serious workplace accidents and injuries can be attributed to human error

+85%
Establishing a culture of safety

In this interview, Suneeta Mellacheruvu, Director of Marketing and Demand Generation at DEKRA Organizational Safety, explains how customer requirements can be systematically met.

SUNEETA MELLACHERUVU
DEKRA Insight

WHAT DO DEKRA INSIGHT CONSULTANTS TRY TO IMPROVE FIRST OF ALL?
Communication. We bring representatives from every hierarchy level on board. From newly hired employees all the way to the decision-maker, everyone must accept that the status quo is not acceptable.

HOW DO THEY IMPLEMENT THE NEW RULES?
We recommend using supervisory bodies. This is why we assemble a team that monitors overall safety in the company and is in charge of discipline and implementation.

WHAT DO YOU SAY TO COMPANIES AS THEY EMBARK ON THIS JOURNEY?
Be patient. It will take three to four years to improve the safety culture. That is because it takes time to change the opinions and attitudes of all employees.
Air pollution control

176,000

Factories in China were shut down for five months in 2017 to curb emissions.

Depending on the source, air pollution is responsible for up to three million fatalities (according to the WHO) worldwide each year. Road traffic is not the only source of smog, which frequently accumulates over cities – industry, power stations, agriculture and heating systems all contribute as well. For this reason, politicians, scientists and companies across the globe are working to combat air pollution.
The future of the city is green to ensure that people can breathe clean air. Wide-ranging initiatives are being set up around the world to achieve this goal. For instance, Italian architect Stefano Boeri plants a wide variety of trees, shrubs and moss directly on specially developed facades. A virgin forest that makes use of the vertical dimension and grows on high-rise buildings. In the Netherlands, designer Daan Roosegaarde has created a "Smog-Free Tower". Standing seven meters high, the tower is capable of cleaning 30,000 cubic meters of city air per hour through its metal slats – using just 1,400 watts of green electricity. A start-up in Silicon Valley has set itself the goal of cleaning the air in rooms with a specially developed bio-reactor. Excess carbon dioxide is extracted from the air in the room and flows back as oxygen.
Monitoring emissions

MICROSCOPIC PARTICLES
The health implications of air pollution caused by the likes of nitrogen oxides or particulate matter are serious. DEKRA simulates realistic environmental conditions in its modern laboratories.

approx. 7,000 hours on the roller dynamometer, mainly in the NEDC and WLTP

approx. 1,000 hours of testing on the topic of RDE

Measurement and analysis

15,000 test reports and expert appraisals were created by the DEKRA laboratories for chemistry and materials technology in Germany alone in 2017

Tracking down harmful substances
DEKRA operates an extensive network of accredited environmental measuring stations and laboratories. This measurement expertise is in demand, for example, for approval procedures, quality inspections and in the field of occupational safety.

Emissions measurements carried out by accredited DEKRA measuring stations in Germany in 2017

2,000
Wherever there is smoke, he is not far away: DEKRA’s expert Erik Pellmann. In this conversation, the Department Head for Motors, Emissions and Drivetrains at the DEKRA Technology Center in Klettwitz explains the process that will be used in future to certify new vehicles.

ERIK PELLMANN
Department Head for Motors, Emissions and Drivetrains, DEKRA Technology Center in Klettwitz

MR. PELLMANN, WHY IS THE NEDC BEING RETIRED?
The EU introduced the NEDC (New European Driving Cycle) standard in 1992, and it no longer conforms to the driving habits of today. The speeds at which the tests are conducted are too low, as are the dynamic parameters.

DOES THE NEW TESTING PROCEDURE CHANGE THIS?
Definitely. The World Harmonized Light Vehicle Test Procedure (WLTP) has applied since September 1, 2017.

STARTING IN SEPTEMBER 2017, IT WAS JOINED BY THE RDE. WHAT IS THAT?
The “Real Driving Emissions” method involves driving on the road with a portable emissions measurement system (PEMS) and measuring the emissions of nitrogen oxides, carbon monoxide as well as the particle count.
Services portfolio
**Expertise**

When it comes to claims regarding vehicle damage, professional expert appraisals are indispensable. DEKRA’s comprehensive expert knowledge offers maximum independence, quality and speed. DEKRA prepares more than one million expert appraisals annually across all continents. With approximately 500 locations in Germany alone, DEKRA experts are always close to the customer. They assess the extent of damage and the replacement value, calculate the depreciation, analyze the causes of an accident and examine vehicle components.

With a total of 26 million inspections, DEKRA is the market leader not only in Germany, but also worldwide. In its domestic market, the company operates an extensive network of more than 500 branches and testing centers.


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**Vehicle Inspection**

As an officially recognized expert organization, DEKRA inspects vehicles of all types for roadworthiness and compliance with safety standards. The periodic vehicle inspection has been a core service of the company for more than 90 years. It represents the corporate mission of its founding fathers to promote road safety.

With a total of 26 million inspections, DEKRA is the market leader not only in Germany, but also worldwide. In its domestic market, the company operates an extensive network of more than 500 branches and testing centers.

www.dekra.com/en-us/expertise

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**1 million expert appraisals worldwide each year**
Automotive Solutions

Used-car management covers services from evaluating leasing returns all the way to supporting dealers in the resale of vehicles. Each year, DEKRA evaluates over 700,000 service and company cars as well as staff vehicles before these returns enter the market as used vehicles. The range of services includes condition inspections, vehicle returns, used-car marketing, document management, dealer communications and valuations as well as sales and after-sales advice.

Claims Services

After an accident, DEKRA prepares more than just expert appraisals. As a long-standing partner for claims in accordance with the Green Card system, the company also handles cross-border claims services. Each year, DEKRA manages considerably more than 100,000 accident and transport claims in 52 countries on behalf of insurance companies and fleet operators.

Cross-border claims services in 52 countries

www.dekra-automotivesolutions.com/en

www.dekra-claims-services.com
Homologation & Type Approval

Before vehicles or vehicle components are approved for use on public roads, their safety must be verified. In its capacity as a neutral authority, DEKRA checks whether the products from manufacturers, importers and suppliers comply with the provisions of around 500 national and international rules and standards. Accredited to DIN EN ISO/IEC 17025, DEKRA meets the highest standards regarding the competence of testing laboratories.

Product Testing & Certification

Countless national, European and international standards & practices regulate market access for industrial products, medical technology equipment as well as all manner of consumer goods. DEKRA helps its customers negotiate these hurdles and successfully introduce their products on global markets.

As a neutral and independent service provider, DEKRA offers the latest test laboratories, processes and resources for this purpose.


Industrial & Construction Inspection

Expertise is essential when it comes to property: DEKRA’s experts monitor construction services, check the installation of building technology and evaluate commercial and private properties. Thanks to DEKRA’s experience and know-how in all areas of structural surveys, additional costs or even legal disputes over structural defects can be avoided.

Material Testing & Inspection

DEKRA supports safe and efficient industrial processes with a variety of material testing and inspection methods as well as with inspections of technical installations. For example, non-destructive material testing alone offers 16 specific methods – from radiography through to surface crack testing and all the way to wall thickness measurement. Added to this are micro-structure inspections.

Choose DEKRA structural surveys to avoid additional costs


DEKRA also has special expertise and experience in the inspection of installations using robotic systems.

www.dekra.com/en-us/material-testing-and-inspection
As a specialist in safety in the workplace, DEKRA creates operational environments that reduce risks, protect people and assets and safeguard reputations.

Every 15 seconds, someone in the world loses his or her life in a workplace accident. DEKRA Insight counters this with a comprehensive consulting and service portfolio aimed at all hierarchical levels, from senior management to factory workers. The first step is to develop a wide-ranging safety strategy with the goal of establishing a holistic safety culture in the company.

www.dekra-insight.com

Training & Education

DEKRA has been a training partner to business and the public sector for more than 40 years. Thanks to the trust of more than 150,000 participants a year, the DEKRA Akademie is one of the largest private education providers in Germany.

Participants who enroll with the DEKRA Akademie for further training have plenty of choice. Whether they opt for web-based or computer-based learning, virtual classrooms accessed from the computer at home or face-to-face teaching at one of 150 locations throughout Germany, full-time or part-time courses.


Temporary Work

DEKRA offers personnel services for employees and employers at 120 locations in Europe. With more than 17,000 temporary employees, DEKRA Arbeit Group was ranked seventh among the largest HR service companies in Germany in 2017.

The DEKRA Arbeit Group’s range of services includes numerous HR service solutions such as sector-specific recruitment, end-to-end applicant management and selective in-house training for HR managers.

www.dekra-arbeit.de/en
Sustainability

Sustainability is a core value for DEKRA. With its expert services, the company makes an important contribution to sustainable development and promotes safety worldwide in important areas of life.
Responsible corporate governance

The Corporate Sustainability division within the Legal, Compliance, Sustainability and Data Protection division oversees the DEKRA sustainability management system with the goal of ensuring the long-term success of the company, taking into account its social, economic and ecological responsibilities.

DEKRA operates a unique, culture and value-based sustainability and compliance management system and attaches the greatest importance to ensuring that managers clearly demonstrate this outlook every day.

German Sustainability Code

Since May 2017, DEKRA officially complies with the German Sustainability Code. The DNK is an internationally recognized sustainability standard that was initiated by the German Council for Sustainable Development, an advisory body to the German Federal Government. The code includes 20 criteria for sustainable development in the areas of strategy, process management, environment and society.

Sustainable business model

In view of the current ecological and social challenges, expert services in the subject areas of sustainability and corporate social responsibility (CSR) are a relevant topic. In this regard, DEKRA’s experts support their partners worldwide, for example, with laboratory measurements, inspections, certification and advice in the areas of renewable energies, energy efficiency, environmental protection, environmental management, sustainable building and sustainability standards. DEKRA is also active in the fields of integration as well as education and further training.
Commitment

With a wide variety of campaigns and initiatives, DEKRA is committed to improving safety in all areas of life. An overview.
Road Safety

Report 2017

Each year since 2008, the DEKRA Road Safety Report has made up-to-date information available to decision-makers in political circles, associations and companies.

Vision Zero

In 2017, DEKRA awarded the Vision Zero Award for the second time. It went to the Spanish town of Torrejón de Ardoz.

Using your heads

DEKRA has been running their campaign “A head for safety” each year since 2004. Children on their first day at school receive bright red safety caps and are educated about the dangers of road traffic.

DEKRA Safety Day

The risks of hover boards are underestimated. The DEKRA experts brought attention to this fact at the DEKRA Safety Day 2017 in Bielefeld.

DTM

DEKRA is connected to the German Touring Car Championship (DTM) based on a long-standing partnership.

Formula 1 racing

DEKRA has been a sponsor of Formula 1 for more than 20 years. Following in the footsteps of Michael Schumacher, who wore a DEKRA cap from 1992 until 2000, the company has supported Nico Hülkenberg since 2004.

Fair play

DEKRA stands for fair play and is committed to upholding this principle in sports. For the past 15 years, the company has sponsored the referees of the German Football Association (DFB).

Safety Champions

DEKRA bestowed the DEKRA Award on the German Road Safety Council, Caverion Deutschland and the Pflasterpass initiative in 2017 for their initiatives to promote safety in business and society.
Opportunities

DEKRA is committed to its corporate responsibility. This starts with the employees, for whom we provide support for their personal and professional development, and extends to our multifaceted environmental and social commitments.
Career at DEKRA

Top Employer

More than 44,000 employees work in over 50 countries to ensure safety. DEKRA has been ranked among the most attractive employers for many years.

Reliable Partner

Since more than 90 years we are promoting the subject of safety with know-how, responsibility and passion day-to-day. DEKRA stands for steady jobs and diverse career opportunities around the world.

Wide array of tasks

As one of the world’s largest expert organizations, we offer interesting job profiles and versatile career opportunities. The range includes vehicle testing and expert appraisals, handling claims, industrial and construction inspection, safety consulting, as well as the testing and certification of products and systems right through to training offerings.
Global partner for a safe world

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