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Real safety

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Dear readers,

Since its founding in 1925, DEKRA has been ensuring safety. At first, attention was focused on technical safety – primarily in the automotive sector. Now, as the largest unlisted expert organization, DEKRA has expanded its activities into many diverse aspects of daily life “on the road, at work, and at home”. In addition to analog functional safety, DEKRA is also fully committed to digital security in a networked world – on five continents. This is because there is no limit to safety.

With the reorganization introduced in 2019, we can better exploit the strengths of the DEKRA Group with a view to the wide range of opportunities that digitalization offers.

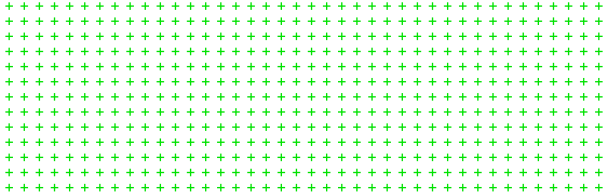
Whether it’s an online monitoring system for predictive maintenance or a groundbreaking cloud solution for improving the safety of elevators – our industrial customers are safe with DEKRA.

Or the big issue of cyber security. In a networked world, it is impossible to conceive of this without considering the functional safety of products. We pool our expertise with that of external experts here. The aim is to protect customers, such as car manufacturers, reliably against cyber attacks.

And finally, artificial intelligence (AI). We will also use this to increase people’s safety. In New Zealand, our software experts have already developed a prototype of a self-learning AI system. With its help, in the future we will be able to predict the probability of failure of vehicle components with a high degree of accuracy, for example.

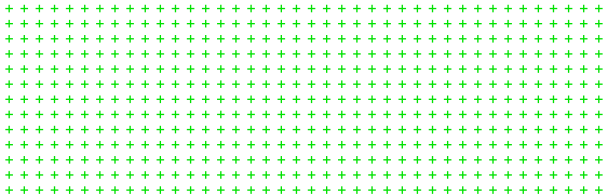
When it comes to new safety questions in the context of digitalization, we are Thoughtleaders. We impress here with our quality, advanced solutions, and strong customer orientation. DEKRA thereby fulfills its statutory function – of ensuring technical safety – today as in the past, both in the analog and digital world.

THE MANAGEMENT BOARD



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The world is being overrun with fake news. Expert organization DEKRA provides real facts to ensure technical safety in an increasingly complex world. We give well-founded answers to the urgent questions. See for yourself on the following pages.



REAL SAFETY

DEKRA
Stefan Kölbl



ADAC
Ulrich Klaus Becker

The digitalization
of mobility raises
entirely new questions.
We provide
the answers.



○
ULRICH KLAUS
BECKER
Vice President
of ADAC

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

As computers on wheels, vehicles produce a huge amount of data. But who does it really belong to? And who should be able to access what data when? The ADAC, along with DEKRA, is therefore demanding a statutory regulation concerning free access to vehicle data which is also independent of the manufacturer. The task here is the neutral testing of vehicle safety in a networked world.

DEKRA
Wolfgang Linsenmaier



WINNERS
of the soccer tournament

Employees
are the company's
most important
resource.



○
WOLFGANG
LINSENMAIER
Member of the
Management Board
DEKRA SE, CFO, HR
and Organizational
Excellence awards the
prize to the winning
team of the traditional
DEKRA soccer
tournament.

Soccer tournaments, ski cups, biker meetings – at DEKRA, there are many occasions for getting together outside of the workplace. The vibrant culture of the company comes to the fore at these events. “People focus is a core value at DEKRA,” explains Board member Wolfgang Linsenmaier. This is because employees are the company’s most important resource.

DEKRA
Clemens Klinke



ZF
Torsten Gollewski

Together we are on the path toward making mobility-related issues such as automated driving a reality.



○ TORSTEN GOLLEWSKI
Head of Autonomous Mobility Systems ZF Friedrichshafen AG

○ CLEMENS KLINKE
Member of the Management Board DEKRA SE, COO, Regions and Sales, Head of Region Germany

Electrification, digital networking, automated driving: here ZF is a sought-after partner. A new ecosystem for mobility of the future is currently emerging in Germany. Manufacturers, suppliers, research facilities, and expert organizations such as DEKRA ensure that mobility of the future is not only automated, but also safe.

DEKRA
Ivo Rauh



IAV
Matthias Kratzsch

Working together for the benefit of the customer: IAV as an engineering partner and DEKRA as a safety service provider.



○ MATTHIAS KRATZSCH
Managing Director IAV

○ IVO RAUH
Member of the Management Board DEKRA SE, CTO, Services, Innovation and IT

The number of electronic components in vehicles is continuing to grow. DEKRA decided early on to concentrate on inspections relating to the electromagnetic compatibility (EMC) of parts and components. IAV, a leading engineering partner, uses DEKRA's EMC expertise for its customers in the automotive sector. The challenge here is providing EMC-safe products.

Sam Zeng

WANHUA CHEMICAL GROUP CO., LTD.



○ **General Manager**
(DEKRA China Process Safety & Organizational Reliability)

To establish an occupational safety management system that can be used at all Wanhua Chemical sites.



Protecting people and the environment?

For Wanhua Chemical, a Chinese company with global ambitions, the health and safety of employees and the sustainability of processes have become key items on its agenda. Against this backdrop, establishing an occupational safety management system has become an essential requirement. To this end, DEKRA has designed an innovative three-step implementation plan, including identifying a risk profile, designing a system framework, renewing a systematic audit protocol, optimizing workflow, and developing documents.

11%

China is the EU's second largest trading partner in the chemicals trade

REGION



East & South Asia

Stan Zurkiewicz

Head of Region East & South Asia, Executive Vice President DEKRA Group

Sean Davidson

VEHICLE TESTING NEW ZEALAND (VTNZ)



○ **General Manager**
(Information and Technology)

VTNZ, DEKRA's New Zealand subsidiary: use of artificial intelligence (AI) for greater road safety.



Can AI help to predict car failures?

For its partners, VTNZ has developed a prototype for the predictive maintenance of vehicles – a machine-learning solution that can look at large amounts of data quickly and predict what is likely to go wrong with a specific car model, based on parameters such as type of vehicle, location, and age. Naturally, the focus is on areas that might be subject to failure based on Government inspection requirements, such as lights, brakes, chassis, and oil leaks. However, additional data from onboard computers could be included to expand the range of predictions.

3.9

million

Vehicles in New Zealand

REGION



Southern Africa & Oceania

Mike Walsh

Head of Region Southern Africa & Oceania, Executive Vice President DEKRA Group

Vincent Ravet

DEKRA FRANCE



Industrial climber

Determine the degree of material damage resulting from corrosion and, thus, establish the remaining level of stability.



Ensuring safety at dizzying heights?

High above on cranes, aerial lifts, and buildings is where you'll often see Vincent Ravet. He is one of five industrial climbers at DEKRA in France and he deals with the non-destructive testing of pipes and girders, as well as their welded joints. Specially trained and with nerves of steel, he can carry out these inspections even in extreme conditions. In summer 2019, he spent some time in the French Alps inspecting the supporting towers of aerial lifts. However, his next assignment will take him below the Earth's surface: his services are required by the CERN nuclear research center.

100

meters

Working height of industrial climbers

REGION



South-West Europe

Sophie Dominjon

Head of Region South-West Europe, Executive Vice President DEKRA Group

Hanadi Natalie

NOBINA,
CONCORDIA BUS AB



Bus driver

To secure a permanent job for the very first time after receiving a bus driver license at DEKRA.



Prospects provided by further education?

Years of part-time work – 35-year-old Hanadi Natalie could have been discouraged. But just the opposite. She was determined to become a bus driver. In collaboration with the Roskilde municipality and DEKRA, she started a course. And soon after passing her driving test, she had her first day of work at Nobina, a public transport operator. "It has changed my life," she says. She has her sights firmly set on her future: she wants to take the driver training course at DEKRA. She dreams of teaching others how to become bus or truck drivers.

1

million

Daily passengers of the public transport operator

REGION



North-West Europe

Frédéric Schmitt

Head of Region North-West Europe, Executive Vice President DEKRA Group

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Brian Williams

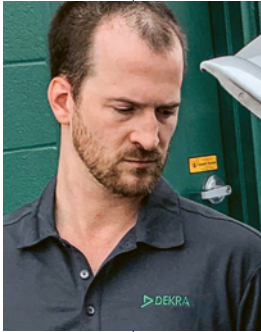
DEKRA NEW MEXICO



Area Manager

(DEKRA Services Inc.)

In the USA, regulations for vehicle inspections vary, as they do worldwide.



What do we do for clean air?

The global number one in vehicle inspections now operates safety and emission check stations in seven U.S. states. DEKRA recently entered the market of emission tests in the state of New Mexico. Around the globe, DEKRA experts in 17 countries perform emission tests according to the specific regulations that apply there. Emission measurement technologies are continuously being developed further, in step with the development of vehicle technology. Around the world, DEKRA is committed to contributing its expertise for clean air and health protection.

17

Countries in which DEKRA performs vehicle emission tests around the world

REGION



North America

Bert Zoetbrood

Head of Region North America, Executive Vice President DEKRA Group

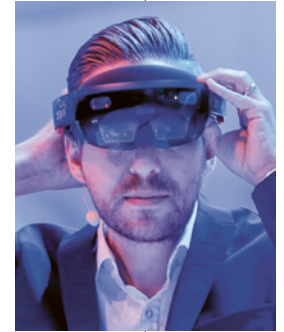
Thomas Hoger

3SPIN



Co-owner

Providing people with reliable training on how to deal with hazardous substances and dangerous situations, without putting the trainer, trainee, or environment at risk.



Real safety? Virtual training!

Digital technologies such as virtual and augmented reality (VR and AR) facilitate learning as well as the simulation of situations that it was previously very difficult to provide training on. DEKRA is therefore combining its innovative training expertise with 3SPIN, a leading and multiple-award-winning company for “enterprise mixed reality”. Example of a tanker driver: mistakes while unloading mean that environmentally harmful liquids and substances repeatedly enter into the groundwater. These mistakes are time consuming and costly; they also present a risk to the environment. With VR and AR-based training, they are avoidable.

\$18.8
billion

Global market for augmented and virtual reality

REGION



Germany

Clemens Klinke

Member of the Management Board DEKRA SE, COO, Region & Sales, Head of Region Germany

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Marcos Sanchez

DEKRA CHILE



○ Senior Vice President
(Service Division Vehicle Inspection)

Starting up in an established and competitive market for vehicle inspections in South America.



Growth as a global market leader?

Even for DEKRA, the global market leader, there is room for expansion. In 2019, Chile presented itself as a unique opportunity. In three tenders DEKRA won concessions in the Metropolitan Area of Santiago and in the South of Chile. Ten stations will perform half a million inspections over the next four years. "Our success owes itself to the collaboration between the Service Division, the region, and the head office," explains Marcos Sanchez, emphasizing that entering the Chilean market enables DEKRA to replicate this success. "We are now able to implement inspection operations very rapidly from scratch anywhere in the world."

8

Competitors operating within the vehicle inspection sector in Chile

REGION



South America

Bert Zoetbrood

Head of Region South America, Executive Vice President DEKRA Group

Lorenzo Pighi

DEKRA ITALY



○ Country Sales Manager
(Trade, Logistics & Retail)

To develop and implement a digital strategy to help the Renault Retail Group become a more customer-centric organization.



Can we become more customer-centric?

For the Renault Retail Group (RRG) in Italy, DEKRA implemented a digital strategy to drive sales. "Two key elements of the strategy were new dealer websites, and the coordination of different communications channels," explains Lorenzo Pighi. "Our expertise helped RRG create more qualified leads and improve the conversion of leads into sales." DEKRA was selected due to its knowledge in all things automotive, and because of its data-driven approach and expertise in customer-relationship management processes.

172

New dealer websites for Renault/Dacia in Italy

REGION



Central East Europe & Middle East

Toni Purcaro

Head of Region Central East Europe & Middle East, Executive Vice President DEKRA Group

Igor Di Beo

AXA SEGUROS BRAZIL



○ Chief Underwriting Officer und Head of Claims
Shorter processing times when it comes to checking extended warranty claims at AXA.



How efficiently can claims be processed?

For a whole range of electrical household products – from irons and mixers, to washing machines and refrigerators – AXA Brazil offers extended warranties. If a product breaks within the warranty period, and its price is under 300 reais, or roughly 65 euros, the customer is given a voucher for a replacement. AXA’s aim was to reduce the processing time of weeks for this service. DEKRA’s solution: 80 testing stations across the country handle the processing and issue the vouchers – quickly and efficiently. A boon to good customer service.

80

DEKRA stations that are involved in the processing of claims for AXA

SERVICE DEVISION

Claims & Expertise

Wim Ter Voert

↓

Service Division Claims & Expertise, Executive Vice President DEKRA Group

Dr Christian Geßner

BIRD



○ General Manager (Deutschland, Österreich, Schweiz)
To be able to provide electric scooters at the right time and place, so that more people decide to do without their cars.



Environmentally friendly mobility for cities?

Bird, an American transport innovation company, helps to bring environmentally friendly mobility to more than 100 cities around the world with its electric scooters. In six German municipalities, DEKRA provides support with personnel services. During peak times, up to 100 employees help to station e-scooters where they are needed. DEKRA managed to impress Bird with two fields of expertise: firstly, the company has been dealing with matters relating to safe mobility for nearly 100 years. Secondly, DEKRA is one of the top ten personnel service providers in Germany.

2

The average service life of an e-scooter in years (Source: Bird)

SERVICE DEVISION

Temp Work

Suzana Bernhard

↓

Service Division Temp Work, Executive Vice President DEKRA Group

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Tim Boyer

DEKRA CONSULTING



○ **Managing Director**
(Safety Management Systems)
 To enhance safety in companies across different industries by leveraging DEKRA's behavior-based solutions.



Can we boost safety using behavior?

Safety is the result of careful work practices. DEKRA's Adaptive BBS™ solution helps to ensure effective behavior-based safety programs. "Our software combats organizational blind spots and revitalizes any behavior-based safety program," says Tim Boyer. Around 30 new Adaptive BBS clients were won, which drove the growth of DEKRA's proprietary behavior database. This, in turn, will help DEKRA to further improve its digital solutions.

SaaS

As Adaptive BBS is cloud-based, automatic updates are ensured

SERVICE DIVISION



Consulting
 Lothar Weihofen
 Service Division Consulting, Executive Vice President DEKRA Group

Colin Steadman

DEKRA TRAINING



○ **Vice President**
(Head of Strategic Development Service Division Training)
 To tackle the shortage of nursing professionals in Germany using international qualification initiatives.



Can the nursing crisis be eased?

After great success in Europe, DEKRA has deployed its Expert Migration program in other regions in the world. Nursing professionals are now being qualified with the program in Brazil and prepared for work in Germany. "With our service, we play an important part in alleviating the shortage of skilled staff in nursing occupations," explains Colin Steadman. Up to now, DEKRA has qualified more than 2,500 foreign nursing professionals at its own schools in Serbia, Albania, Bosnia-Herzegovina, Northern Macedonia, Kosovo, and Ukraine.

7
 Countries with nursing professionals qualified with DEKRA

SERVICE DIVISION



Training
 Dietmar Metzger
 Service Division Training, Executive Vice President DEKRA Group

Frank Leimbach

DEKRA E.V.



○ Head of Technical Affairs

How do neutral testing organizations obtain independent access to relevant vehicle data in the future in order to perform their safety mandate?



Is vehicle data safety relevant?

Connected vehicles are characterized by increasing numbers of sensor systems and automated driving functions. In the future, these functions will be expanded during the vehicle's life cycle by over-the-air software updates. DEKRA has launched the Trust Center initiative in order to gain independent access to in-vehicle data, so that it can continue to meet its remit as a testing organization in a world of automated vehicles. The state-regulated data custodian model, which stores all the safety-related and environmental vehicle data historically, is the only way to remain independent of the manufacturers.

2

Every 2 minutes vehicles send data to the OEM

SERVICE DIVISION



Vehicle Inspection

Nicolas Bouvier

Service Division
Vehicle Inspection,
Executive Vice President
DEKRA Group

Ultan Mulligan

ETSI



○ Director
(ETSI Centre for Testing and Interoperability)

Thorough tests in the laboratory and on an outdoor track to verify the ETSI standards.



How can we make the roads safer?

Vehicles of tomorrow will be more connected, allowing them to issue warnings to drivers about impending dangers or approaching road works. The standards around which these solutions are built need to be tested extensively. ETSI, a major body for globally applicable standards, chose DEKRA as a partner for a week of testing in December 2019. For Ultan Mulligan, the Connected Car Competence Center from DEKRA with its facilities in Málaga, Spain, was the perfect partner for these tests – also thanks to the highly qualified staff.

95%

Percentage of successful tests

SERVICE DIVISION



Product Testing

Fernando Hardasmal

Service Division
Product Testing,
Executive Vice President
DEKRA Group

Juha Kotila

EOS FINNLAND OY

○ **Research & Development**

Accurate measurement of the elastic modulus or stiffness in additive manufactured (3D) dental parts for the purposes of product design.



Innovative drive for the 3D sector?

The measurement of elasticity is extremely important when it comes to the properties and behavior of 3D printed parts. With DEKRA's help, EOS Finland – a 3D printing pioneer – found new solutions for this. This means samples can be reliably tested and checked with reproducible results. DEKRA has been providing testing services for EOS Finland since 2013 as 3D materials constantly surprise with new properties. Together with EOS, DEKRA successfully evaluated the suitability of different testing methods in order to determine the elasticity of 3D materials against the available data.

\$15.8

billion

Value of 3D products globally (forecast 2020)

SERVICE DIVISION



Industrial Inspection

Joakim Wikeby

Service Division Industrial Inspection, Executive Vice President DEKRA Group

Dr Cem Onus

DEKRA AUDITS

○ **Managing Director**

Use digital processes to help customers calculate, plan, and carry out audits faster.



Are digital audits possible?

Audits help to verify whether companies comply with safety standards and regulations. DEKRA has now digitized the so-far analog tendering process. In the first instance, the application relates to the quality management standard EN ISO 9001 and manufacturing companies with up to 250 employees. It was developed with DEKRA personnel and customers in the USA, where it is also currently in the pilot stage. "This is the first step," explains Dr Cem Onus. He adds: "In the future we will digitize the entire process – from the tendering stage and deployment of the auditors through to invoicing."

2-3

Weeks to create a qualified audit tender

SERVICE DIVISION



Audits

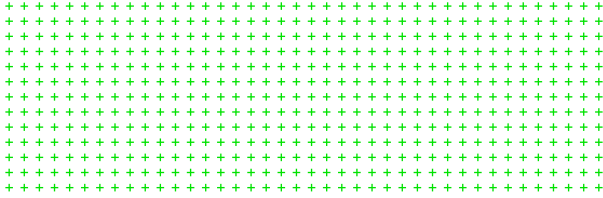
Roman Zadrozny

Service Division Audits, Executive Vice President DEKRA Group

INDUSTRIAL INSPECTION

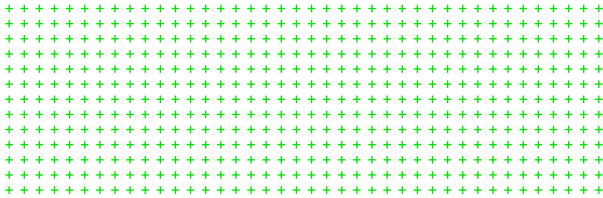
AUDITS

CHAPTER TWO



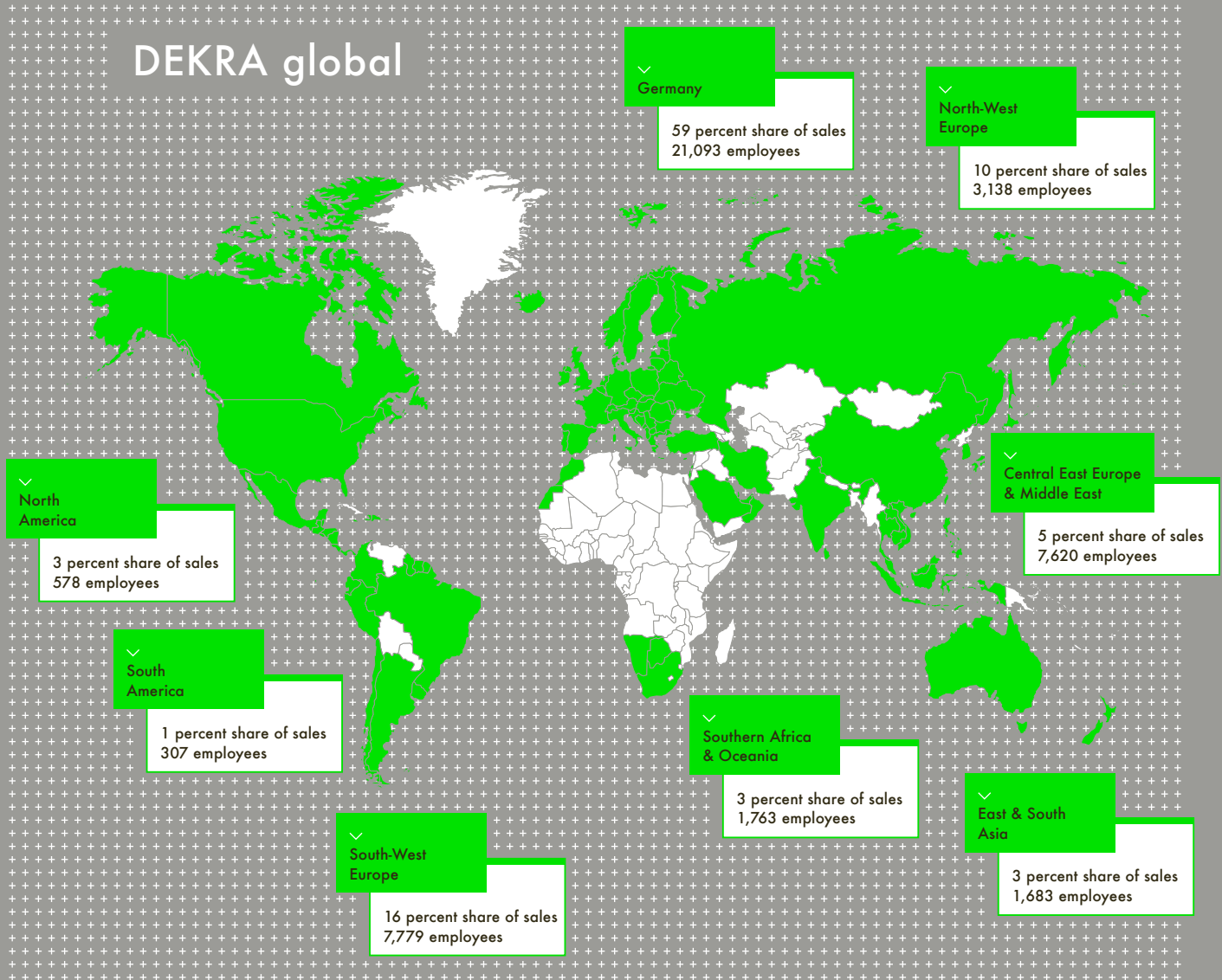
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Further insights into the world of DEKRA: people, structures, initiatives, and highlights.



COM PANY

DEKRA global



Services

Vehicle Inspection



OUR SERVICES

- > Safety Inspection
- > Vehicle Emission Test
- > Licensing Services
- > Franchise Services

Performing periodic and non-periodic technical testing, as well as systematic emission tests for all kinds of vehicles.

Claims and Expertise



OUR SERVICES

- > Claims Handling
- > Loss Adjusting
- > Vehicle Appraisal Services
- > Vehicle Management Services

Delivering automotive and non-automotive claims services, vehicle appraisal and management services as well as loss adjusting for all possible damage.

Services

Product Testing



OUR SERVICES

- > Cyber Security
- > EMC & RF Testing
- > Product Safety Testing
- > Medical Device Services
- > Product Certification
- > Automotive Testing

Testing and certifying consumer, industrial, automotive, information, and communication products, as well as medical devices.

Industrial Inspection



OUR SERVICES

- > Pressure Equipment Inspection & Welding Services
- > Plant Safety Inspection & Environmental Inspection
- > Fire Protection & Ventilation Systems Inspection
- > Electrical Inspection
- > NDT & Advanced NDT
- > Mechanized Inspection
- > Lift, Cranes, Machinery & Equipment Inspection
- > Construction Control
- > DT Labs Testing & Calibration

Supplying full service for building, facility, machinery, and infrastructure inspection, including material testing & inspection.

Services

Consulting

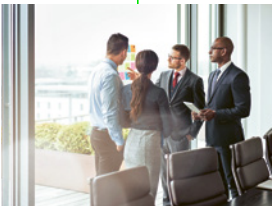


OUR SERVICES

- > Process Safety
- > HSE & Sustainability
- > Business Consulting
- > Cyber Security & IT Solutions

Aiming to lead safety transformation at the workplace and business practices, within operations and processes as well as in the dynamic and rapidly changing digital era.

Audits



OUR SERVICES

- > Management System Certification
- > Personnel Certification
- > Customized Audits & Assessments

Offering independent audits, assessments and management system certifications according to international and national standards.

Services

Training



OUR SERVICES

- > Transport & Logistics
- > Automotive, Industry & Trades
- > Environment, Health & Safety (EHS)
- > IT, Information Security & Business Administration
- > Personal & Professional Development
- > Health & Social Services
- > Hospitality & Well-being
- > Agriculture
- > Training Support Services
- > Expert Migration

Providing solutions and services in a wide range of training, expert migration, language, integration and education.

Temp Work



OUR SERVICES

- > Classic temporary work
- > Recruitment
- > On-Site Management
- > Human Resources Management Solutions
- > Candidate Management
- > Individual Employee Solutions
- > Event Management

Supporting know-how and experience in personnel-, solution-, event & logistic and human resources management.

DEKRA

AT
A
GLANCE

60

COUNTRIES WORLDWIDE



24

ACQUISITIONS
OVER THE PAST
3 YEARS

+4,604

WORKFORCE GROWTH
OVER THE PAST 3 YEARS,
EQUIVALENT
TO +12 PERCENT



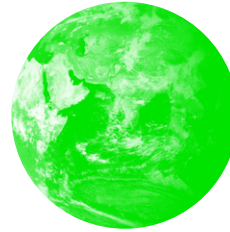
27

MILLION
VEHICLE INSPECTIONS
IN FISCAL YEAR 2019



+17%

REVENUE GROWTH OVER THE PAST 3 YEARS,
IN ABSOLUTE TERMS: +EUR 505 MILLION



43,961

EMPLOYEES WORLDWIDE
AS OF DECEMBER 31, 2019

21,093

Germany

4,922

France

1,775

Africa

1,758

Asia

38,491

EMPLOYEES
IN EUROPE

1,052

Australia and New Zealand

885

America



80%

PERCENT ORGANIC
PORTION OF SALES GROWTH
IN FISCAL YEAR 2019

5

CONTINENTS

DEKRA IS TRULY GLOBAL. WE TAKE
RESPONSIBILITY IN AROUND 60 COUNTRIES
ON ALL CONTINENTS. OUR EMPLOYEES
ARE PASSIONATE ABOUT PEOPLE'S SAFETY.

DEKRA stands for social responsibility

IMAGE PAGE LEFT

1 Klettwitz and the Lausitzring: one of the largest testing centers for automated and connected driving **2** DEKRA also helps people change over to e-mobility, **3** provides qualifications for forklift driving licenses, **4** and checks wind turbines

DEKRA takes on responsibility around the world. Sustainability is an important factor here. The growing social importance of sustainability is the background against which DEKRA continues to expand its activities. This includes internal sustainability management as well as related services that allow our customers to act more sustainably themselves. In 2019, with a view to its 100th anniversary in 2025, DEKRA expanded its sustainability management in the key areas of the environment, human resources, the value-added chain, and reporting. Sustainability management is integrated in the entire Group. Sustainability programs are being implemented worldwide.

For DEKRA, social responsibility also plays a part in sustainability. For this reason, in 2019, DEKRA adopted a worldwide policy statement on respect for human rights.

SUSTAINABILITY

The internal environmental and climate management has been expanded globally and firmly established by a Group-wide network of Environmental, Health, Safety (EHS) managers. Data is being recorded worldwide for optimization potential. This applies, for example, to an energy efficiency program that focuses on buildings, the expansion of electricity purchasing from renewable energies, more sustainability on business trips, and the promotion of digital communication and paperless processes.

IMAGE PAGE RIGHT

- 1 Testing electromagnetic compatibility in the new EMC laboratory in Stuttgart
- 2 Expertise requires vocational training and further education – with DEKRA
- 3 VRoad safety, even for the youngest road users

DEKRA is committed to its social responsibility. For example, DEKRA expanded the dialog with employees using a global survey. It included topics such as diversity and collaboration. DEKRA has encouraged interaction with outside stakeholders such as the German Business Ethics Network on areas such as social compliance and human rights, sustainability in the supply chain, and sustainable mobility. From 2019, the organizational realignment will increase efficiency and thereby also contribute to sustainable development of the company.

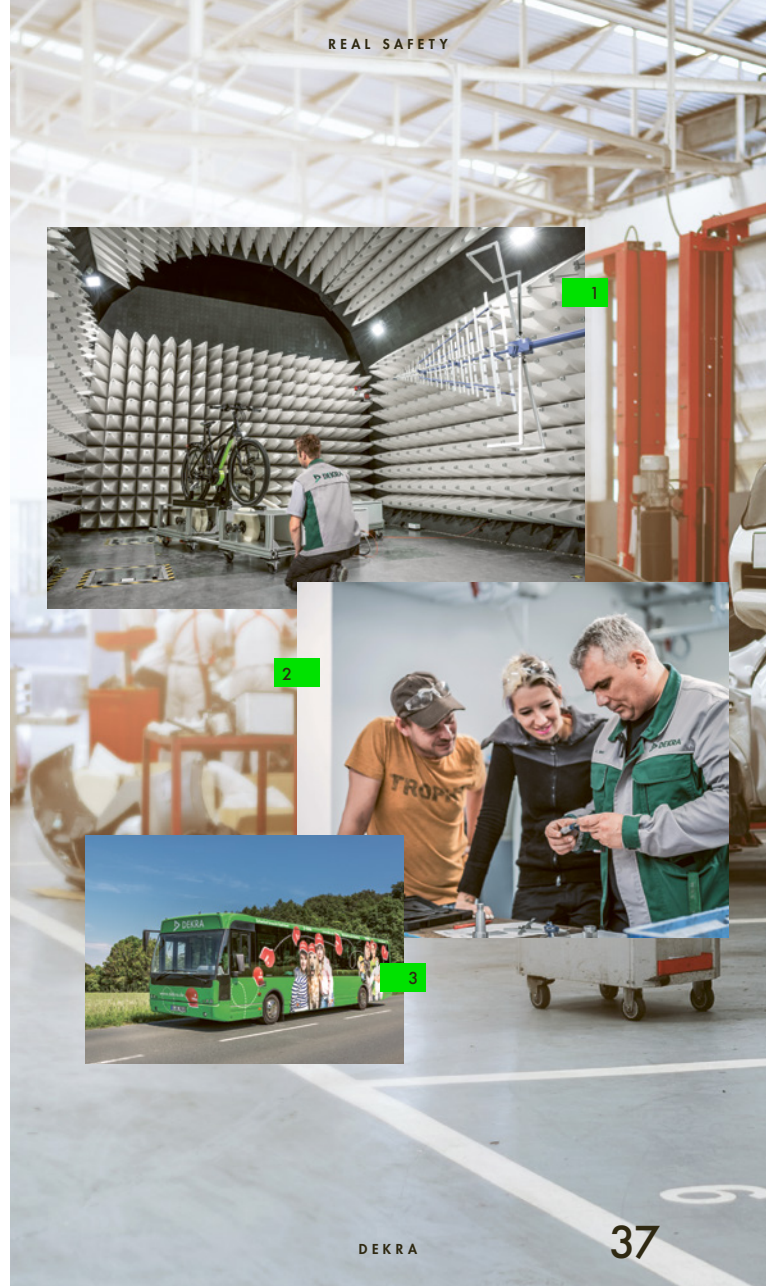
CAREER

DEKRA stands for future-proof jobs. Challenging tasks, good prospects, and attractive working conditions characterize DEKRA as an employer. The opportunity to contribute to the safety of people all over the world attracts young talent as well as professionals. DEKRA is particularly attractive for dedicated experts in the fields of technology, mechanical engineering, computer science, engineering, and economics. In addition to exciting projects and tasks, there

is an atmosphere of appreciation, flexible working time models, attractive remuneration, and a balanced relationship between work and private life.

COMMITMENT

Here is a selection of initiatives and campaigns: crash tests as part of DEKRA accident research have confirmed the high level of safety: series electric vehicles are in no way inferior to conventionally powered vehicles in terms of safety. The DEKRA Vision Zero Award went to the city of Lüdenscheid in North Rhine-Westphalia: there have been no fatalities in urban traffic for seven consecutive years. The DTM is stopping at the Lausitzring for the 20th time in the 2019 racing series. Technical acceptance by DEKRA ensures the same competitive conditions for the participants. With the “Safety needs brains” campaign, DEKRA has been advocating the safety of children starting school in Germany for 15 years. DEKRA has developed a safety standard for micro-mobility for e-scooter rentals, and provides cities and companies with advice.





In the digital age, electromagnetic compatibility, or EMC for short, is as important as the air we breathe. This is why DEKRA has an international EMC testing network in Europe and Asia. And since recently, also at the company's headquarters in Stuttgart – with the state-of-the-art EMC testing laboratory.

DEKRA SE

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MORE ON
www.dekra.com