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| Company: | TÜV Rheinland |
| Sector: | Quality and Safety Certification Services |
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The majority of the respondents held the firm belief that issues such as technical safety, plant safety, training and continuing education of employees, protection of climate and resources, anti-corruption and compliance will become even more **important** for TÜV Rheinland. The respondents also attached great importance to the observance of environmental and social standards at TÜV Rheinland, both with respect to the products and services offered by TÜV Rheinland and in terms of the company's internal processes.

What is important tomorrow

The majority of the respondents wished for a plausible, well-founded and realistic sustainability communication, both internally and externally. The stakeholders expect transparency and truthfulness from TÜV Rheinland. In addition, they said it would be desirable to intensify the communication between TÜV Rheinland and its stakeholders and to communicate on a regular basis, for example in dialogue forums and personal conversations.

What issues will still be essential in the future?

The ten most important future topics for TÜV Rheinland from a stakeholder perspective

- 1) Technological safety
- 2) Plant safety
- 3) Initial and advanced training
- 4) Climate protection
- 5) Anti-corruption
- 6) Conservation of resources
- 7) Compliance
- 8) Sustainable energy supply
- 9) Sustainable mobility
- 10) Environmental and social standards with suppliers; occupational health and safety; life cycle analysis

The Interest of the Public

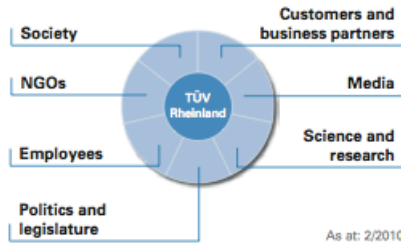
Solutions for sustained economic activity can only be achieved through the cooperation of all social groups. Therefore, TÜV Rheinland seeks to engage in a dialogue with stakeholders within and outside of the company.

The conservation of nature is a prerequisite for an efficient economic system and a more equitable society. For this reason, sustained corporate behavior is becoming more and more important. Through its extensive safety tests and strict quality inspections, TÜV Rheinland ensures the continuous long-term protection of people and the environment. For the first time, the company has conducted an extensive international survey among stakeholders to assess how this commitment is perceived by employees and external parties. "Stakeholders" are various groups who have a direct or indirect relationship with the company. The diagram presents an overview of the different stakeholders of TÜV Rheinland. In addition to relevant sustainability aspects, Schlange & Co., a consulting firm specializing in corporate responsibility, also investigated how emphatically these topics are already being addressed by TÜV Rheinland from the point of view of the survey respondents.

The survey among 28 stakeholders was based on a questionnaire designed to cover the needs of TÜV Rheinland. The canvassed groups included both employees and customers of TÜV Rheinland as well as consumer protection agencies, CSR experts, scientists, business journalists, poli-

ticians, representatives of associations and public agencies as well as NGOs. The selected people were interviewed by phone. The questionnaire consisted of eleven partly open, partly prompted questions on the topics of "Sustainability issues of the future", "Assessment of the sustainability activities of TÜV Rheinland" and "Communication channels and dialogue forms". All replies were anonymously evaluated and aggregated.

The stakeholders of TÜV Rheinland



TÜV Rheinland is a pioneer in its sector

In general, the survey was met with positive feedback. The interest of the interviewees in comprehensive CSR reporting by TÜV Rheinland is high. However, many respondents thought that the accompanying communication regarding the sustainability commitment could be improved. In this respect, they attested that the competitors of TÜV Rheinland had a supposedly better media presence and a more vehement behavior and profile. But this does not mean that their sustainability performance is rated better. On the contrary: in terms of UN Global Compact and concrete CSR efforts, TÜV Rheinland is considered by many respondents to be a pioneer in the sector.

Open communication

Some interviewees were able to name specific sustainability activities of TÜV Rheinland, among them events dealing with Corporate Social Responsibility (CSR) in small and medium-sized enterprises, the testing of products for their energy efficiency or the extensive HR development activities in this area.

The majority of the respondents expressed a strong interest in learning more about the subject of sustainability at TÜV Rheinland in the future – both in the form of a Sustainability Report, as part of the company's Annual Report, and on the website. The focus of the stakeholders' interest centers primarily on information about activities in the areas of sustainability management, products and services, and commitment in the supply chain.