

The time is now



The time is now

The rapid pace of change makes this a time of opportunity. Wait or join in? Take a stand or look the other side? Use it or keep it? Stick with the old or try something new?

While going about our everyday responsibilities, we are faced daily with choices about business, the environment and social issues. To that we have a very clear answer:

“Now is the time to get things done. And we have decided to do exactly that.”

Rosenbauer has been a reliable and innovative partner to fire services around the world for over 150 years. The company is based in Leonding, Austria, and has a workforce of over 3,800. Rosenbauer’s stated mission is to provide fire services worldwide with the best possible support in fulfilling their social mandate: save, extinguish, rescue and protect – be it for people, animals or material goods, for house fires, traffic accidents or natural disasters. → 102-1, 102-3, 102-7

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About this report

With the third Sustainability Report, Rosenbauer is again informing stakeholders about the company's non-financial performance. This report first of all presents the progress Rosenbauer has made in implementing its sustainability goals.

The Austrian Sustainability and Diversity Improvement Act (NaDiVeG) has obliged Rosenbauer to include information on the major non-financial aspects of its business activities in its financial reporting since the 2017 financial year. This information relates to combating corruption and bribery, respect for human rights, and social, employee and environmental concerns.

This Non-Financial Report covers the 2019 financial year (January 1 to December 31, 2019). Unless otherwise stated, it includes all fully consolidated units of the Rosenbauer Group that were part of the group as of January 1, 2019. A comprehensive list can be found in the 2019 Annual Report (p. 133 et seq.). The Sustainability Report 2019 was published together with the 2019 Annual Report on April 3, 2020. The Sustainability Report is published on a yearly basis. → 102-45, 102-50, 102-51, 102-52

The material topics, goals, management approaches, measures and risks depicted in this report apply to Rosenbauer International AG and all subsidiaries (Rosenbauer in the following). A summary of the indicators for the separate financial statements of Rosenbauer International AG can be found on page 46 et seq.

CONTENT AND STRUCTURE

After publication of the initial sustainability goals in the previous report, Rosenbauer considered measures aimed at achieving these goals in 2019. The present Sustainability Report therefore relates to the implementation of the goals and the company's sustainability performance. In particular, the management approaches were revised as compared with the previous year. Regarding risk management, Rosenbauer supports the Task Force on Climate-related Financial Disclosures (TCFD) in the interest of adapting the company's reporting to reflect climate-related opportunities and risks.

Moreover, the areas of activity on which this Report focuses are Corporate Governance & Compliance, Employees, Products & Society, and Environment & Resources. Two new requirements stipulated by the GRI standards were integrated into the report for the first time: occupational safety requirements and the water indicator. As before, the environmental key figures were only recorded in the production units, as only they have relevant effects on the environment. → 102-46

APPLICATION OF AN INTERNATIONAL FRAMEWORK

This report was compiled in conformity with the reporting standards "GRI Standards, Core option". With that, stakeholders should receive all relevant information. It has been reviewed and approved by the Executive Board. → 102-54

The Supervisory Board dealt with this Sustainability Report. The Executive Board provided detailed commentary on the documents in the meeting of March 31, 2020, and answered additional questions from Supervisory Board members. Following its examination, the Supervisory Board had no objections. → 102-56

Foreword from the Executive Board



From left: Sebastian Wolf, Dieter Siegel, Daniel Tomaschko, Andreas Zeller

Dear Readers and Friends of the Company,

“The time is now.” This is the title of our third Sustainability Report. What we want to convey is that in a time when equilibrium can no longer be taken for granted, we must act decisively to again stabilize the world for the future. And we are prepared to do so as a leading producer in our industry.

Our responsibility for sustainability is rooted in our stance as a family business that plans and acts with the long term in mind, rather than aiming for fast profits. We pursue balanced policies in the interest of all of our stakeholders. Therefore, for us a conservationist approach to natural resources, which incorporates the employment of new technologies, as well as adherence to all legal statutes represent a matter of course.

In 2018, we set ourselves sustainability goals and gave our sustainable business activities a clear direction. We have already made initial progress by effectively refining our sustainability management system and focusing on launching short- and medium-term projects. These are described in this report.

As a company, we assume responsibility – particularly at the moment when our customers must rely on our products. But now is also a time when we cannot ignore environmental and climate issues. With our new corporate values, we are tackling even these challenges with confidence, working concertedly as a partner and remaining as curious as ever. After all, we are sure that this will allow us to master future challenges. For Rosenbauer, taking responsibility also involves a binding commitment to fairness in our dealings and consistent compliance – both important guides for all of our employees.

We are already increasingly relying on green electricity in the interest of conserving the environment and resources - and were able to increase the share by 7% compared to the previous year. In 2020, the new photovoltaic system on the roof of our headquarters will begin contributing to meeting our goal of producing 5% of our electricity needs on our roofs by the end of 2021. In terms of products, this year we aim to get our first hybrid electric firefighting vehicle ready for serial production. Our chief concern regarding employees is the continuous improvement of their safety and especially the permanent reduction of the accident rate. In addition, we want to further increase the proportion of women in the workforce, which we also managed to achieve, as there were already 50 more women working for the company in 2019.

It is vital for us to consult with you, our stakeholders, and from this dialog to obtain important momentum for continuing to advance our company's sustainability, and along with it, our sustained business success. For this reason, we ask you to continue providing us with your feedback. Because now is the time to get things done together. → 102-14



DIETER SIEGEL
CEO



ANDREAS ZELLER
CSO



DANIEL TOMASCHKO
CTO



SEBASTIAN WOLF
CFO

Rosenbauer

Rosenbauer has been passionate about developing innovative products for fire services for more than 150 years now. Our products are used all over the world to put out fires, save lives, and to redress the effects of natural disasters. In cooperation with customers, we focus on securing a long-lasting and sustainable development of the company.

BUSINESS MODEL AND STRATEGY

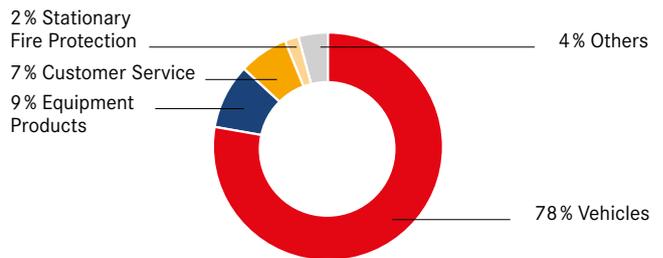
Rosenbauer is the world's leading system provider for preventive firefighting and disaster protection technology. As a full-line supplier, the company provides fire services with vehicles, extinguishing systems, technical and personal equipment, and deployment management systems. Stationary Fire Protection, with the installation of stationary fire extinguishing systems, is another of the Group's key areas. → 102-2

With a guaranteed supply of spare parts and individually tailored service agreements, Rosenbauer ensures its products remain fit for use throughout their entire lifecycle. Customers receive specific training in the use of Rosenbauer firefighting equipment. → 102-2

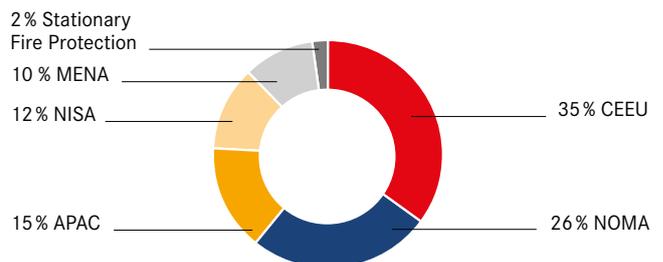
You can find further information on corporate strategy on page 39 of the 2019 Annual Report.

With annual net revenues of € 978.1 million in the 2019 financial year, Rosenbauer is one of the leading producers of the equipment of fire services. Detailed information on the Group's revenues and financial position (liabilities and equity, for example) can be found in the 2019 Annual Report (p. 64 et seq.). → 102-7

Revenues by product segment 2019



Revenues by region in 2019



CEEU: Central and Eastern Europe
 NOMA: North and Middle America
 APAC: Asia-Pacific
 NISA: Northern Europe, Iberia, South America and Africa
 MENA: Middle East and North Africa

Annual net revenues in the 2019 financial year

of EUR **978** million

Our Products

Rosenbauer's main strength is major innovations and pioneering technologies in the production of firefighting vehicles and fire extinguishing systems. As a full-line supplier, the company provides fire services with firefighting vehicles for municipal use, aerial ladders, hydraulic firefighting and rescue platforms, ARFF vehicles and escape ladders, industrial and specialty vehicles, extinguishing systems, firefighting systems, stationary fire extinguishing systems, and telematics solutions for vehicle and deployment management. Rosenbauer also provides maintenance, customer service and refurbishment through a service network in over 100 countries. → 102-2

FIRE & SAFETY EQUIPMENT



VEHICLES

- Municipal vehicles
- Industrial firefighting vehicles
- ARFF vehicles
- Aerial devices



STATIONARY FIRE PROTECTION



EXTINGUISHING SYSTEMS



CUSTOMER SERVICE

Rosenbauer worldwide → 102-4

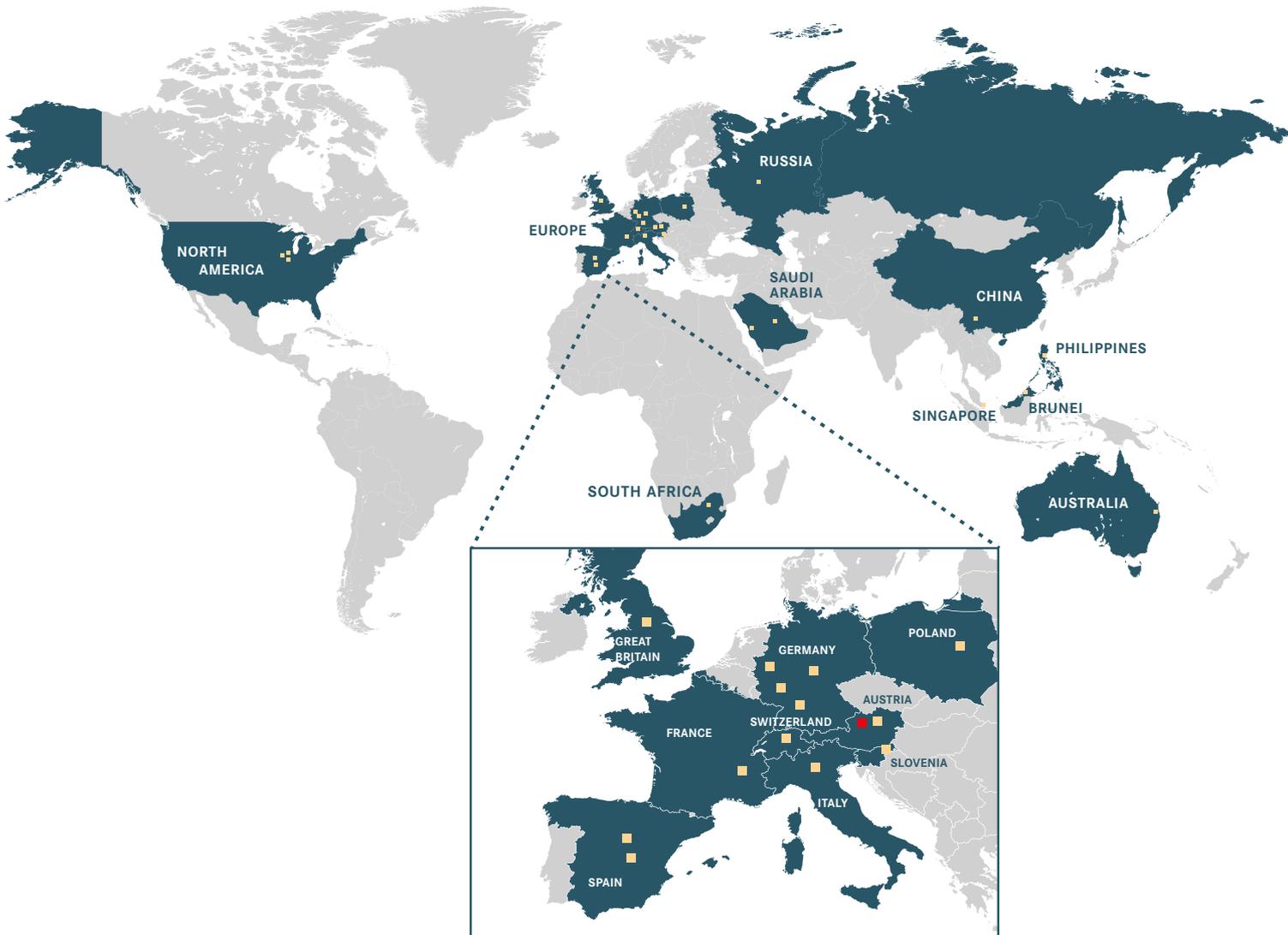
Rosenbauer has authorized agents worldwide, production facilities on three continents, and manufactures its products in accordance with generally accepted safety and quality standards. The Group has a global presence, with an efficient worldwide sales and service network covering over 100 countries. → 102-2, 102-4, 102-7

The Rosenbauer Group is divided geographically into five areas. These areas have their own production facilities, and provide customers in their regions with comprehensive support during ongoing operation and with modernizing their products. Stationary Fire Protection activities are presented in a separate segment. → 102-6

Fire services all over the world are among the Group’s customers, and include both municipal and professional fire services, from voluntary services to specialist units in industrial firms, to airport fire services. The majority of Rosenbauer’s products are supplied to the public-sector institutions. → 102-6

A precise description of the respective areas can be found on page 44 et seq. of the 2019 Annual Report.

Locations



Mission Statement → 102-16

By tradition curious, Rosenbauer is tackling all the challenges of modern fire services and moving forward with confidence. As their worldwide partner, we concentrate on developing product and service solutions with the end goal of making the everyday work of emergency service teams easier and, above all, safer.

Applying this vision and shaping our market by setting the tone requires us to have a shared value system. This provides employees and executives alike with a benchmark for their actions and guidance for their decisions.

The Rosenbauer Mission Statement is binding for all Group employees.

Rosenbauer is a partner that offers its customers the best services and tailors products to their individual requirements. We are able to do this thanks to our capability for innovation, understanding of customer requirements, excellent quality and focus on fire services. Rosenbauer treats its employees with respect as partners and fulfills its duty to act sustainably with regard to society and the environment.

Mission statement of the Rosenbauer Group

OUR CLAIM	We rank as the world no.1 in the field of fire and disaster protection, and secure this leadership in all our business areas through our familiar strengths, which are comprised by customer orientation, innovativeness and reliability. We also systematically increase the value of our group by means of the efficiency and thrift endemic to our activities.
OUR CUSTOMERS	know us as a reliable partner. We respond to their individual needs and meet their requirements with innovative products and services. Moreover, continuous development within the Rosenbauer Group results in premium quality, the very latest technologies and a high degree of problem-solving competence, which furnish our clientele with clear advantages.
OUR EMPLOYEES	Our workforce is highly motivated and is valued for its commitment. We cultivate a culture of mutual esteem and on all levels treat one another with trust and respect. For us, health and work safety constitute top priorities.
OUR INNOVATIONS	seek to enthuse our customers through unique user technologies and services. Accordingly, the products and service portfolio offered under the Rosenbauer brand name are the object of continual further development using the latest production plants and innovative know-how.
OUR QUALITY	is our distinguishing feature and forms the foundation of our market leadership. We regularly evaluate our management systems, leadership principles and organizational structure, and undertake systematic investments in the further training of both our management and staff.
OUR COMMITMENT TO SUSTAINABILITY	In the spirit of a family-owned enterprise, we actively fulfill our responsibilities with regard to the securing of a successful long-term future. Therefore, for us a conservationist approach to natural resources, which incorporates the employment of new technologies, as well as adherence to all legal statutes represent a matter of course. Our Code of Conduct defines basic principles of behavior, which are binding upon all Rosenbauer Group personnel. Furthermore, it is our intention to achieve a balance between the interests of our shareholders, our employees and the environment.

Sustainability at Rosenbauer

Ever since its foundation in 1866, Rosenbauer has been one of the most innovative companies in the firefighting industry. The family business has always considered stable growth and responsible, sustainable practices to be a high priority.

UNDERSTANDING AND MANAGING SUSTAINABILITY

Sustainability at Rosenbauer is the responsibility of the Executive Board. Social and environmental responsibilities have always played an important role in the more than 150-year company history. Since 2016, this fundamental strategy has been intensified and tackled systematically to establish modern sustainability management.

We believe attention should be paid to the most important areas of activity along the value chain in all company activities in the long term. In addition to a set of non-financial performance indicators, Rosenbauer has set goals to improve its impact on the climate, environment, employees, customers and companies. Both the indicators and the goals are intended for use as tools to manage sustainability performance and are communicated to stakeholders.

THE VALUE CHAIN AND MATERIAL TOPICS

In order to live up to its responsibilities in the field of firefighting and disaster control, Rosenbauer incorporates sustainability issues into every aspect of its strategy. The focus is on the areas which the company can be instrumental in shaping (see p. 11 et seq.).

The life cycle of a firefighting vehicle begins with the production of the primary raw materials, steel and aluminum, and extends from in-house production to use by firefighters and recycling of obsolete materials (see p. 34).

Procurement and outsourcing → 102-9

By assembling firefighting vehicles that are delivered direct to customers, Rosenbauer is situated at the top of an international supply chain. The company purchases production materials, pre-fabricated parts and ready-to-install components from selected long-standing partners.

The Group's procurement volume, which also includes commodities, amounts to 69 % of revenues on average, most of which goes into purchasing chassis. The suppliers are continuously assessed and involved in optimizing the logistics chain, the environmental impact and product recyclability. Rosenbauer builds long-term relationships with suppliers, and endeavors to create close ties with key partners so that it retains them (see p. 20 and 43).

Production at Rosenbauer

Production activities relate primarily to final product assembly. In addition, pump and turret parts and vehicle body components are manufactured in the company's own machine centers, such as those for painting, welding or sheet metal working. During this work, heating and process energy, electricity and water consumption, fuels and waste are all relevant environmental factors. Employees' innovativeness and expertise, as well as their health and safety are issues of paramount importance.

Use phase

Rosenbauer's global customer service organization enables it to be permanently at its customers' side. No vehicle is handed over without prior training, and tailored service and maintenance packages are offered for every product. Aging vehicles can be refurbished and restored to state-of-the-art condition at Rosenbauer. Disused vehicles are suitable for recycling due to the materials used. Rosenbauer's principal focus is on the safe and ergonomic use of its products, and therefore on support for fire services all over the world. Customers are involved in the development process at an early stage in order to have optimum solutions down the line.

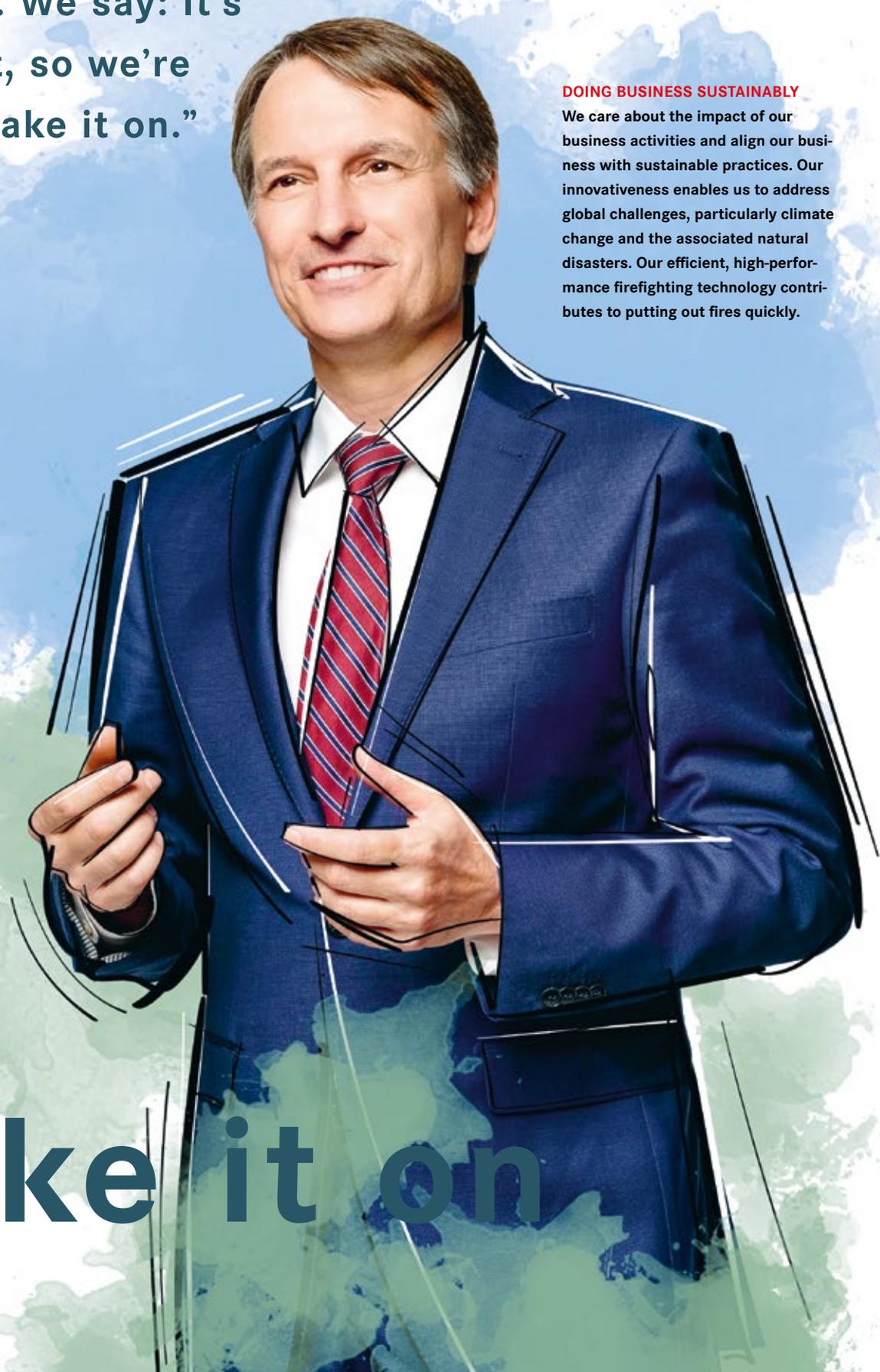
“You might say: The job is too big. We say: It’s important, so we’re going to take it on.”

DIETER SIEGEL
CEO

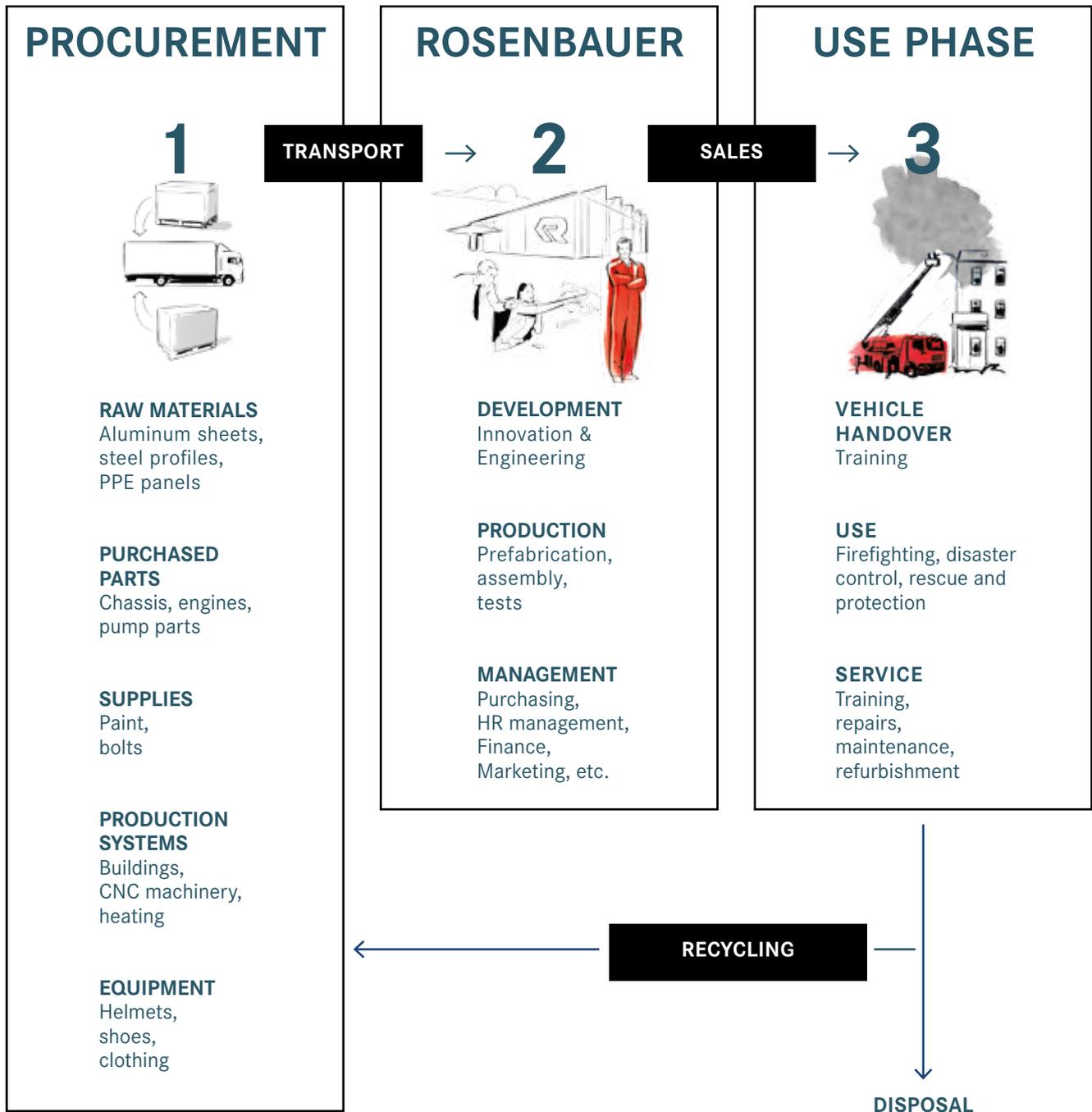
DOING BUSINESS SUSTAINABLY

We care about the impact of our business activities and align our business with sustainable practices. Our innovativeness enables us to address global challenges, particularly climate change and the associated natural disasters. Our efficient, high-performance firefighting technology contributes to putting out fires quickly.

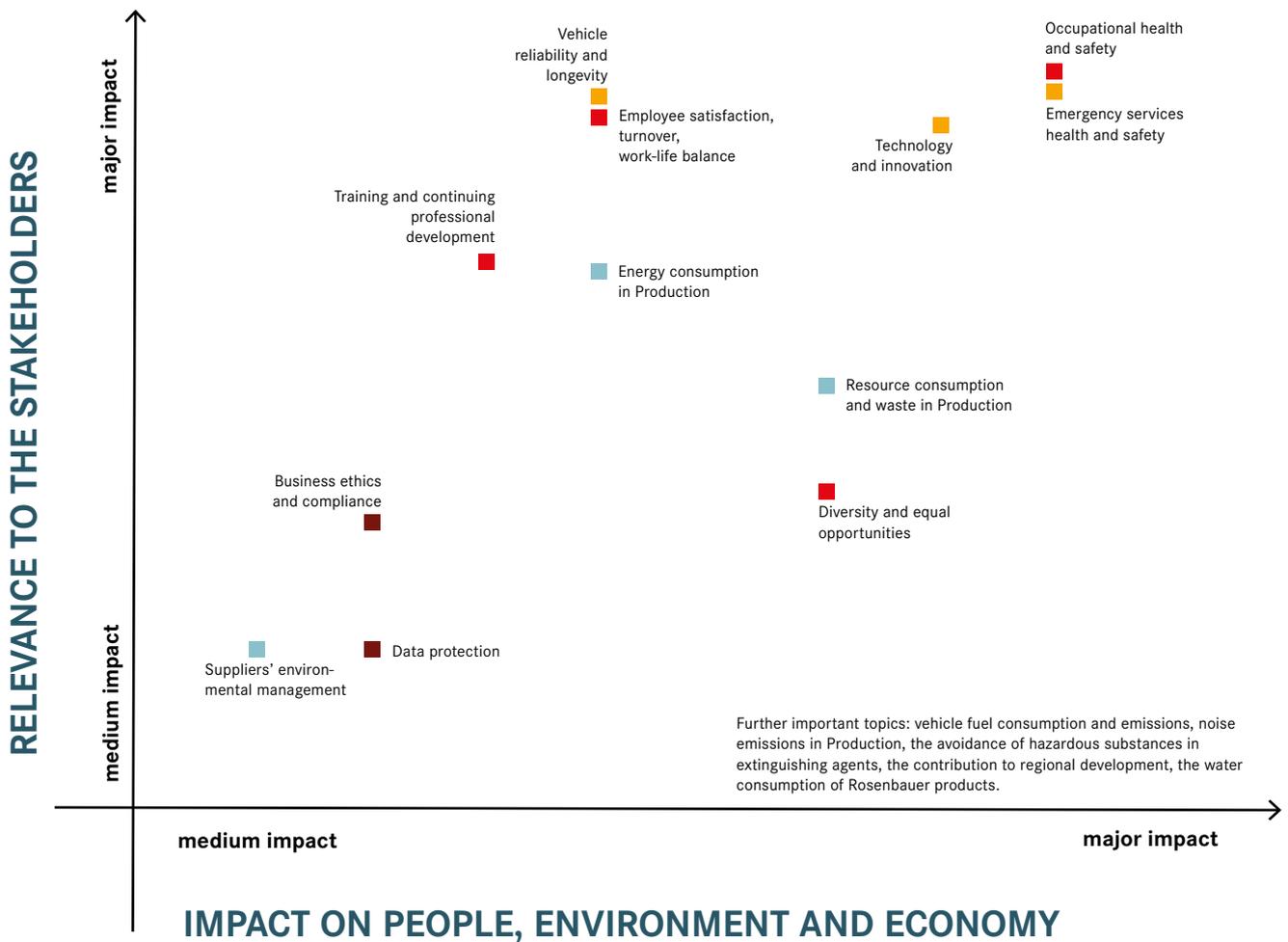
take it on



Value chain



Materiality matrix



■ Compliance ■ Employees ■ Products & Society ■ Environment & Resources

Identifying material topics → 102-46

Along the value chain, Rosenbauer has identified numerous topics in which social and ecological impacts play a part. The issues with the greatest influence on and highest relevance for stakeholders were captured in a materiality matrix. The topics in the matrix are unchanged from the previous year. For a meaningful overview, the material topics are divided into the areas of activity Corporate Governance & Compliance, Employees, Products & Society, and Environment & Resources.

The most important topic for all stakeholders was the safety of employees and that of the emergency services while using Rosenbauer products, followed by product reliability and longevity. The stakeholders also attach a high level of importance to energy consumption in Production, to technology and innovation, to employee satisfaction, and to training and continuing professional development. → 102-44

Rosenbauer's Sustainability Strategy

The Rosenbauer Group organizes its business operations with a view to ensuring sustainability. The Executive Board fundamentally rejects short-term thinking about quarterly results in favor of management decisions with a long-term perspective, which ensure lasting positive growth for the Group.

Rosenbauer's sustainability strategy is based on the existing Mission Statement and values in conjunction with the corporate strategy. Opportunities and risks arising from societal megatrends are important elements that were also considered. The Sustainability Strategy was developed primarily following identification, analysis and mapping of the value chain, and the establishment of material topics based on the company's social and ecological impact.

DEVELOPING THE SUSTAINABILITY STRATEGY

Based on this foundation, 2017 was set as the starting point for Rosenbauer's Sustainability Strategy. Working with all members of the Executive Board and operational managers, the relevant areas of activity were defined and corresponding guiding principles developed.

The next step in 2018 was to set goals and related measures for the four defined areas of activity: Corporate Governance & Compliance, Employees, Products & Society and Environment & Resources. Clear performance indicators guarantee it is possible to measure and review progress in achieving each goal. The measures and goals were examined and approved by the Executive Board. This process including all operational managers and in-depth discussions of the topics enabled a broad consensus on the direction Rosenbauer's strategic sustainability efforts should take in the coming years.

INTEGRATION OF THE SUSTAINABILITY STRATEGY IN THE COMPANY

Sustainability is an integral part of Rosenbauer's corporate strategy at Executive Board level, thus ensuring the clear delineation of responsibilities and allocation of resources, and integration into all core processes. The Sustainability Strategy is implemented and evaluated by CSR management in accordance with the goals and measures determined annually.

Guiding principles for sustainability at Rosenbauer

CORPORATE GOVERNANCE & COMPLIANCE	EMPLOYEES	PRODUCTS & SOCIETY	ENVIRONMENT & RESOURCES
We have zero tolerance of compliance and business ethics infringements.	We are an excellent employer with secure jobs for healthy and motivated employees.	As a technology leader, Rosenbauer wants to use future-oriented materials to produce safe, user-friendly and durable products that are efficient, flexible and cost-effective tools with which the customer can protect lives and infrastructure.	We learn from the best and standardize structures and environmental management in the Group. Rosenbauer is thrifty and efficient in its use of energy, water, waste and transportation.

COMMUNICATION WITH STAKEHOLDERS → 102-40, 102-42

Rosenbauer considers open communication and mutual dialog among partners to be the prerequisite for developing products and services that have their finger on the pulse and for remaining an innovation leader.

Among the most important stakeholder groups are customers, fire services and firefighter associations around the world, employees, suppliers and sales partners. Other important partners include the owning family and shareholders. Rosenbauer values collaboration with local partners, and therefore also counts local communities and residents as relevant stakeholders.

REGULAR DISCUSSION WITH STAKEHOLDERS → 102-13,102-43

Our communication channels are as varied as our stakeholders. Employees are actively informed about ongoing activities in the sustainability process by way of presentations and workshops. Shareholders and investors are included in this process during conferences, roadshows and company presentations. Regular press releases and quarterly financial reporting supply additional data. Rosenbauer holds in-depth discussions with customers and suppliers regarding the development of new products.

Rosenbauer is also a member of several firefighter associations, industry clusters and corporate platforms, and maintains an active dialog with educational institutions such as universities and colleges. In 2018, we held our first stakeholder dialog featuring a lively discussion of key sustainability issues with customers, associations, suppliers, employees, investors and owners, local residents and press representatives.

Rosenbauer stakeholder groups



SUSTAINABILITY GOALS

Rosenbauer worked with operational managers to define the following goals in 2018 and specify related measures for the four areas of activity (Corporate Governance & Compliance, Employ-

ees, Products & Society and Environment & Resources). The associated performance indicators guarantee it is possible to measure and make progress in achieving the respective goals. Measures specified each year guarantee their implementation.

Sustainability Goals and Status

Areas of Activity	Goals	Status 2019	Measures 2020
Corporate Governance & Compliance	Goal: No violations of Rosenbauer's compliance or ethics guidelines	Goal achieved	Regular compliance training, review of business partners, update of Code of Conduct, precise review of all reported suspected compliance infringements
Employees	Goal: Reduce the rate of occupational accidents to 30 per one million working hours by 2023	63.2 accidents per 1 million working hours	Adapting the working environment to the aging workforce, raising awareness, Group-wide communication of the Safety working group
	Goal: Promote diversity and increase headcounts of women by 25% by 2023 compared to 2018	473 women (+9.5%)	Focus in recruiting, participation in Girls Day, father-daughter days
Products & Society	Goal: From 2021, aim to make a firefighting vehicle available for purchase that has an alternative drive system but still meets all the requirements of a modern fire service	Initial pre-orders received (Amsterdam, Berlin, Oslo, Dubai, LA, etc.)	Preparation for CFT series production from 2021
	Goal: Increase sales of training simulators , expand selection	Goal achieved	Expand selection of and develop additional simulators
	Goal: Annual savings of 100,000 m ² of plastic film in helmet production from 2019	Goal achieved	Implementation of additional saving measures
Environment & Resources	Goal: Increase share of the Group's total electricity consumption to be supplied by green electricity to 75% by 2021	65.6%	Review of all electricity contracts, Group-wide communication in the Environment working group, performance of additional energy audits
	Goal: Produce enough green electricity at the Rosenbauer locations to satisfy 5% of total demand by 2021	0.5%	Review of suitability of additional roof spaces, Group-wide communication in the Environment working group
	Goal: 100% of paints free of heavy metals starting in 2018	Goal achieved	Continued implementation of ban on paints containing heavy metals

ROSENBAUER SUPPORTS THE SDGS

In 2015, as the centerpiece of the 2030 Agenda, the United Nations General Assembly adopted a total of 17 global Sustainable Development Goals (SDGs). Rosenbauer considers itself

committed to these goals. It has the potential to exert influence, particularly in the five SDGs 3, 8, 9, 11 and 13, as a significant contribution to their implementation could be made via its business activities.

Contribution to the Sustainable Development Goals



Good health and well-being – Rosenbauer manufactures firefighting and disaster control technology, as well as systems for preventive firefighting. The company therefore creates products that help to combat hazards for the population, such as house, forest and bush fires, or prevent them from arising in the first place. The focus here is on the health and safety of firefighters during and after deployment. Of course, the company also attaches great importance to the welfare of its employees around the world.



Decent work and economic growth – Compliance with ethical guidelines such as the OECD Guidelines for multinational companies and the United Nations' Universal Declaration of Human Rights is a matter of course for Rosenbauer both internally and externally through its Code of Conduct. Furthermore, the company is committed to corporate diversity and a gender-neutral pay scale. The security culture at Rosenbauer also plays a special role, as Rosenbauer offers programs and training to all locations in order to promote security awareness and the professional development of its employees.



Industry, innovation and infrastructure – As world market leader, Rosenbauer plays a special role in innovation. The equipment of fire services represents an integral part of urban and rural infrastructure. By developing innovative products, Rosenbauer is making a significant contribution to goal 9. For example, this makes it possible to use the latest aerial ladders, which can bend the ladder hinge, in narrow streets and across roof ridges. ARFF vehicles ensure that international traffic runs smoothly. Aviation hubs represent a particularly important factor for economic growth in developing countries.



Sustainable cities and communities – Rosenbauer considers it its corporate mission to equip cities and municipalities all over the world with the best vehicles and products for fire services' broad range of applications. The Concept Fire Truck (CFT) has actually been adapted to the needs of modern cities. The implications of pioneering megatrends were taken into account during development.



Climate action – With the latest developments in its product portfolio, Rosenbauer is contributing to the transition to electromobility at a global level. At the same time, emergency vehicles are extinguishing fires quickly and efficiently, reducing their CO₂ emissions in the process. Climate protection is also an internal priority, as the new sustainability strategy includes goals for combating climate change and its impact.

Corporate Governance & Compliance

Rosenbauer considers itself a partner. Our cooperation with customers is above all professional and conscientious, and follows internationally accepted guidelines and principles. The sustainable management of our business is built on good corporate governance.

RESPONSIBLE CORPORATE GOVERNANCE

Both the Executive Board and Supervisory Board base corporate governance and supervision on Austrian and internationally recognized principles, and are committed to upholding the Austrian Code of Corporate Governance (ÖCGK). The company satisfies the relevant provisions (see p. 27 et seq. of the 2019 Annual Report). → 102-16

In accordance with the law, the Articles of Association and the Rules of Procedure approved by the Supervisory Board, the Executive Board of Rosenbauer International AG manages the company on its own responsibility. It performs its management duties as required for the good of the company, taking into account the interests of all internal and external stakeholders, in particular those of the owners and employees. At regular meetings it discusses current business performance and makes the necessary decisions and resolutions. A constant and open exchange of information between the members of the Executive Board, management and all employees is one of Rosenbauer's key management principles. The Executive Board reports to the Supervisory Board regularly and exhaustively on all relevant issues relating to business development, including risk exposure and risk management in the Group. Furthermore, the Chairman of the Supervisory Board maintains regular contact with the CEO, with whom he discusses strategy and ongoing business development. → 102-18

Working methods of the Supervisory Board

As well as monitoring the Executive Board, the Supervisory Board also sees it as its duty to support the Executive Board in its management of the company, particularly in decisions of fundamental significance. All members of the Supervisory Board attended more than half of the meetings of the Supervisory Board in the reporting period. → 102-18

Further information on the composition and working methods of the Executive Board and Supervisory Board, and on Rosenbauer's diversity policy, can be found on page 30 et seq. of the 2019 Annual Report.

RISK AND OPPORTUNITY MANAGEMENT

→ 102-11, 102-15

Comprehensive risk and opportunity management is a vital pillar of responsible corporate governance. Rosenbauer takes care to include all business units and corporate divisions in this system of management. Responsibility for risk policy is borne by the Executive Board. The ongoing identification, assessment and management of risks are an integral part of the management, planning, and controlling process.

During compilation of the Sustainability Report, social and environmental risks and opportunities are identified and their impact assessed. None of the sustainability risks were deemed to be of significance. Rosenbauer recently became a supporter of the Task Force on Climate-related Financial Disclosures (TCFD). In 2020, the company will therefore conduct a comprehensive risk analysis on the climate crisis and climate resilience.

Rosenbauer employees who attended a compliance training in 2019

123

trust

“Some people rely on contracts. We rely on the people that bring them to life.”

GUNDEL LABAK
HEAD OF GROUP LEGAL & COMPLIANCE



OBEYING THE LAW

Statutory provisions and regulatory standards provide a clear framework for our conduct. By complying with these, we create trust and ensure our company's sustained business success. We additionally set our own company standards, which are also mandatory for our suppliers, we provide training and implement monitoring activities.

Risks and opportunities	Impact on Rosenbauer	Impact on sustainability issues
International rules and standards lead to tougher product requirements	Comply with international regulations and modify products/activities accordingly	Stricter rules can be an opportunity for the environment, employees, and human rights
Legislation on foam concentrate becomes more stringent	Products must be modified	Opportunity for environment and social aspects
Demographic change is altering how products are used by the emergency services	Products can no longer meet the requirements of the emergency services and must be modified	Difficulty of use could have a negative impact on social aspects, but it is also an opportunity if products support diversity among the emergency services
Travel to countries with travel warnings puts employees' safety at risk	Increase employees' safety in jeopardized regions or issue travel bans for risk countries	Travel to unsafe regions can have a negative impact on employee issues
Compliance infringements	Exclusion from invitations to tender, financial penalties and damage to reputation	Negative impacts on the environment, social aspects, customers and competitors
Use of hazardous substances in Production	Ensure the safety of paint shop employees	Paint constituents can have negative impacts on employees' health
Climate risks	Rising raw material and energy prices, water scarcity, market opportunities created by increasing demand for fire protection and climate-friendly products, preference for tenders based on sustainability management	Increasingly extreme weather conditions can have a negative impact on working conditions. Energy and CO ₂ goals can reduce the impact of business activities on the climate

Further information on risks, opportunities and the impact of Rosenbauer's business activities can be found in the risk report section in the 2019 Annual Report starting on pages 54 and 120 et seq.

COMPLIANCE → 103-1, 103-2, 103-3

Rosenbauer delivers the majority of its products to public institutions and authorities. This results in increased responsibility that is characterized by efforts to avoid corruption and bribery. The applicable laws and guidelines, as well as self-imposed standards, form the statutory framework here. These apply equally to in-house employees and external sales partners who are in contact with officials and state or local authority representatives.

Moreover, Rosenbauer is convinced that economic success can endure only if it is achieved in compliance with all the applicable laws, regulations and rules of fair competition. At the same time, it is committed to more than just statutory provisions. Internal regulations, voluntary obligations and ethical standards are of equal significance.

In light of this, Rosenbauer and its stakeholders have identified the following material topics for the company:

- **Business ethic and compliance**
- **Data protection**

To ensure lawful and ethically sound conduct, Rosenbauer established a compliance organization in the company, which addresses this responsibility and is subject to continuous improvements. The compliance organization includes a reporting system for suspected compliance infringements. A central component is the company's own Code of Conduct, which is binding for all employees of the Group – but also for suppliers and sales partners (see p. 19).

In order to raise and maintain awareness of the relevance of compliance in the course of day-to-day business operations among employees and sales partners, the following measures were established and have been constantly expanded and improved since compliance management was introduced:

- **holding mandatory training courses in all companies for employees to whom compliance is relevant,**
- **business partner due diligence before signing every cooperation agreement, and**
- **expanded and continuous vetting of existing partners to ensure that the audit results are up to date and valid.**

The success of these measures is monitored based on the number of trained employees, and potential and existing partners vetted.

Compliance organization

It goes without saying that Rosenbauer complies with all legal provisions to combat corruption and with anti-trust and competition law. Illegal conduct and behavior that could negatively impact on the company's reputation are not tolerated. The Group Compliance Officer reports directly to the Executive Board and provides the Supervisory Board with information on compliance activities and any relevant incidents.

To enable any misconduct to be flagged and pursued, there has been its own whistle-blower system (compliance_issues@rosenbauer.com) since 2014. It can be used by employees and outsiders to the company alike – anonymously, if they wish. There are disciplinary consequences in place, depending on the severity of proven infringements; these range from a warning to immediate dismissal. In 2019, five compliance violation reports were submitted to Group Compliance. These were handled in accordance with internal procedures. Among other measures, we excluded one sales partner based on compliance-relevant information in 2019 and conducted one internal review as required, which found no material compliance violations. → 419-1

Code of Conduct → 102-16

The Code of Conduct governs the internal ethical guidelines for doing business (<http://bit.ly/2DGz7Jv>). Its cornerstones are compliance with the law, fair competition, and the rejection of corruption and bribery. All rules governing international trade and the capital market must always be complied with and conflicts of interest avoided. Furthermore, Rosenbauer's intellectual property, material assets and employees' and customers' personal data must be protected at all times, and people and the environment protected from danger. The Code of Conduct was updated at the start of 2020. It applies to all employees and partners worldwide.

Compliance training for employees

All employees and sales partners are handed the Code of Conduct when they start working with us. They have to sign it. Employees in positions relevant to compliance receive regular training. These courses on the topic of compliance are also available throughout the Group on the company's intranet and corporate website. This ensures the information is available to all employees for reference purposes at all times, not just during courses.

Combating bribery and corruption

The main task and feature of Rosenbauer's compliance organization is the continuous effort to ensure the correct and lawful action of all parties involved. With the goal of preventing corruption in the first place, the focus is on identifying risks early on and taking suitable action to eliminate them.

All sales partners are subject to a specific risk-oriented integrity review to identify potential corruption risks. This is done web-based using an online tool specializing in integrity checking. In addition, the compliance organization carries out a case-specific plausibility check. Existing partners are subject to reviews at regular intervals and potential new partners before the start of collaboration. In addition, the Internal Audit department and Compliance conduct regular „on-site inspections“ and audits at sales partners at locations with an increased risk. A total of 124 business partners were assessed in our integrity reviews; two business partners were rejected as a result. There were no known cases of corruption in 2019. → 205-3

Respect for human rights

As an international company operating in countries with very different human rights situations, respect for human rights is a matter of particular importance to Rosenbauer. Treating employees and all partners with fairness and appreciation is a core element of our corporate culture. Rosenbauer is committed to not discriminating against anyone due to ethnic origin, skin color, religion, gender, sexual orientation, or any other traits. The principles of the Charter of the United Nations and the European Convention for the Protection of Human Rights and Fundamental Freedoms are respected and regarded as fundamental values. → 102-12

Regardless of the location in the various countries, Rosenbauer takes particular care to treat its employees fairly. For example, at the production facilities in King Abdullah Economic City (KAEC, Saudi Arabia) care is therefore taken to ensure that every employee is in fact able to take annual leave. This is particularly important for migrant workers, who are otherwise able to travel to their home country only every two years. Treating different hierarchies, religions and nationalities with respect is also a matter of course at this location and all other locations.

Cooperation with suppliers

As a global enterprise, Rosenbauer leverages the opportunities afforded by global procurement while also meeting its social responsibilities. This includes complying with the applicable laws and respecting fundamental ethical values everywhere and at all times in addition to acting sustainably. In line with this strategy, Rosenbauer also expects responsible conduct from its suppliers and partners, and their employees.

Rosenbauer has maintained close business relationships with some of its suppliers for decades. Child labor and forced labor are vehemently rejected. This is actively checked among its Tier-1 suppliers. Among them, no products whose manufacture involves an above average risk of child labor or forced labor are produced. To guarantee respect for human rights, all suppliers with a procurement volume of over € 100,000 are asked to submit a declaration on the avoidance of child labor and forced labor. In this declaration, business partners recognize human rights and confirm that no child labor according to the definition of the ILO Convention is involved in the manufacture of their products, and that people do not work against their will. Of the suppliers asked, 71.7 % signed the declaration, or subscribe to even higher human rights standards, such as those of the UN Global Compact. The majority of the procurement volume of Rosenbauer International AG is sourced in Europe, the remainder chiefly in the US.

→ 102-9, 414-1

Data protection

In the course of the introduction of the new EU General Data Protection Regulation, Rosenbauer worked more intensively on the topic of data protection and implemented processes to guarantee their realization. An in-house coordinator was appointed for data protection, coordinating information on all processes relevant to data protection, including the necessary security precautions and types of data involved. In 2019, there were no substantiated complaints concerning data protection violations of customer or employee privacy, or the loss of customer data. → 418-1

Percentage of suppliers who signed a declaration on the avoidance of child labor and forced labor

71.7%

COMMITMENT TO PRODUCTION LOCATIONS

Rosenbauer takes sponsorships in areas closely relating to its business, such as for firefighting, sports and youth training. For many years, the company has also been supporting children and youth facilities. In cases of natural disasters or other emergencies, Rosenbauer donates products to fire services. Rosenbauer above all supports social projects near its production locations. In South Africa, the company has been working for years with an NGO to improve living conditions in a slum area in Cape Town. This year, our employees made small-scale Rosenbauer vehicles out of cardboard with local children.

Another example of social commitment includes the cooperation with SOS Children's Village. For years now, Rosenbauer has sponsored two programs at the Altmünster Children's Village in Upper Austria. We also support the Caritas-operated St. Isidor Children's Village near our Group headquarters every year.

At the Nebraska location in the United States, employees can donate to the United Way directly from their paychecks. This effort supports projects in local communities there. In Slovenia, we provide assistance to the "Mirno Morje" sailing camp for children with disabilities each year. Donating to cancer foundations is the focus of our locations in Wyoming, MN (USA). Firefighters are frequently deployed in situations where they are exposed to hazardous substances and therefore suffer from an increased cancer risk. Rosenbauer America has therefore also developed a product to counteract this impact (see page 36).

Moreover, all locations support local fire services with donations of products and money. In this context, the company concentrates on regions particularly exposed to natural disasters, such as the location in Australia.



Two employees of the Elster Werkstätten producing metal sheets for Rosenbauer fire trucks.

ELSTER WORKSHOPS

One of the principal suppliers at Rosenbauer's location in Luckenwalde, Germany, is a sheltered workshop. As an immediate neighbor, the workshop supplies the production site with aluminum parts and panels for the construction of the AT municipal vehicle. The Elster workshops has 160 employees in Luckenwalde, 100 of which have a disability. Around half of them work directly for Rosenbauer's parts production. The aluminum panels are cut, sanded and trimmed there by CNC machines. The disabled employees receive lengthy, extensive training in order to work with these machines and materials.

Thanks to digitalization, it is possible to allow them to work very independently. "We have developed our own program that makes the workflow simple and easy to comprehend, even for people who cannot read. At the same time, ample quality controls ensure excellent products that are in no way inferior to those from other manufacturers", explains André Fischer, Head of Industrial Production. This example demonstrates that automation offers significant potential for inclusion.

The working day at the Elster workshops is aligned to the employees' needs. Additional breaks, a daily routine and constant supervision ensure fair participation in working life. The employees also receive support with regard to handling money and social skills and take excursions together. There is also a lively dialog with employees from Rosenbauer. The concept is a major success, as the two companies have been working together for over 20 years.

Employees

Rosenbauer seeks employees who make a difference with their diversity and ideas. To this end, the company provides an environment in which every employee can contribute their talent and efforts. As an employer, Rosenbauer promotes the health of the workforce and highly prioritizes workplace safety.

Current social and technical developments are changing the environment in which Rosenbauer and firefighting technology operate. As a result, employees' needs and requirements are changing. They count as one of the most vital stakeholder groups for Rosenbauer.

The material topics concerning employees are as follows:

- **Employee satisfaction, turnover and work-life balance**
- **Diversity and equal opportunities**
- **Training and continuing professional development**
- **Occupational health and safety**

In terms of organization, personnel management is the responsibility of the CEO and is coordinated globally by the HR department at the headquarters in Leonding. At larger company locations, HR departments operate under local conditions. The departments actively exchange information to ensure the provision of training and professional development opportunities.

One of HR management's most important duties is to create a corporate culture and work environment in which employees can evolve and gladly contribute to our mutual success.

Global HR Management is tasked with measuring success in the four material areas of activity, reviewing performance using corresponding indicators from the locations, and reporting to the Executive Board. → 103-1, 103-2, 103-3

EMPLOYEE SATISFACTION AND WORK-LIFE BALANCE

Employee satisfaction encompasses many issues that intersect and interact. Various benefits contribute to Rosenbauer's image as an attractive employer.

In order to maintain employee enthusiasm over the long term, Rosenbauer has developed measures that meet its requirements as an employer on the one hand, and take account of employees' needs on the other:

- **increased communication with employees,**
- **targeted career planning,**
- **binding – i.e., permanent – employment contracts with employees, and**
- **benefits above and beyond regular salary.**

The success of these measures is assessed on the basis of annual staff turnover, among other indicators.

→ 103-1, 103-2, 103-3

Employee recruitment and retention

The overriding aim of the recruitment strategy is to secure a workforce of qualified specialist workers and executives in the long term. The company strives to recruit employees who are still in school or university by offering internships, providing topics for scientific degree theses and presenting the company at career fairs. Technical staff are of key importance in recruitment.

Transparent recruitment processes

Vacant positions are filled in a transparent, objective and fair recruitment process. In addition to the relevant qualifications, Rosenbauer lends particular consideration to applicants' personal and social skills, and their willingness to continue developing on a personal and professional level. Due to their practical experience, employees who are firefighters in their own right are particularly skilled at translating customer requirements into high-performing products. They make up a large proportion of the workforce.

Binding employment relationships

Rosenbauer would like to retain employees for the long term, primarily because the firefighting industry requires very specific expertise, and employees are extremely important as knowledge bearers. Rosenbauer also offers its employees benefits such as a comprehensive health program and customized professional development programs. The company highly prioritizes a culture of mutual respect, appreciation and openness.

In order to be able to satisfy demand for employees in Production at all times, Rosenbauer also employs temporary workers. They have equal rights to Rosenbauer's own employees and generally have the opportunity to join its permanent workforce. In 2019, 91 temporary employment contracts were converted to permanent employment in Austria alone. In Germany, six individuals

“Some people are just looking for a job. I am looking for a challenge at work.”

LEONIE JELL
 APPRENTICE IN PURCHASE & LOGISTICS



DIVERSITY INSPIRES

We are convinced that an open corporate culture inspires us and makes us successful. This is why we promote diversity and offer our employees various opportunities to unlock their potential: from training and continuing professional development to educational leave and participation in competitions.

enrich



out of a much smaller number of temporary employees were transitioned to permanent employment.

The turnover rate of 12.7% underscores Rosenbauer's image as an attractive employer. At one location in the USA, numerous employees received a new employment contract in 2019, so the turnover there increased more sharply as a result of the re-measurement. Of the people who left the company, 6.7% went into retirement, at an average age of 63.5. Turnover remained stable

year-on-year, although the proportion of people entering retirement has risen slightly. Due to the high production volume in the reporting year, Rosenbauer has again hired numerous employees around the world. Not including those who were taken on as the result of acquisitions or start-ups, 17.9% of employees joined the Group in 2019. Suspended or reactivated employment contracts are not included in the key figures for entries and departures, which is why slight discrepancies can occur in comparison with the total headcount. → 102-8

Turnover of employees of Rosenbauer Group (in % and headcount)

→ 401-1

	New employees					
	2019		2018		2017	
Total	18.2%	696	18.8%	678	10.2%	347
Women	19.7%	93	17.9%	77	12.0%	50
Men	18.0%	603	18.9%	601	9.9%	297
< 30 years	31.9%	319	36.9%	361	17.2%	154
30–50 years	14.8%	279	14.9%	265	8.8%	151
> 50 years	10.4%	98	6.1%	52	5.3%	42
Austria	13.8%	215	14.9%	215	4.0%	54
Germany	12.6%	121	13.6%	123	9.7%	83
Rest of Europe	29.8%	90	24.6%	63	17.9%	43
USA	28.7%	238	26.3%	221	17.2%	143
Rest of World	18.2%	32	34.3%	56	18.3%	24

Turnover of employees (in % and headcount)

→ 401-1

	Departures					
	2019		2018		2017	
Total	12.8%	491	13.0%	469	12.9%	437
Women	12.5%	59	13.9%	60	14.2%	59
Men	12.9%	432	12.9%	409	12.7%	378
< 30 years	20.4%	204	17.7%	173	16.1%	145
30–50 years	9.4%	178	10.9%	193	11.7%	200
> 50 years	11.6%	109	12.0%	103	11.6%	92
Austria	6.5%	101	8.1%	117	10.0%	135
Germany	6.6%	64	7.7%	70	6.3%	54
Rest of Europe	17.9%	54	18.4%	47	9.6%	23
USA	30.2%	250	24.7%	208	25.4%	211
Rest of World	12.5%	22	16.3%	27	10.7%	14

Employment structure → 102-7, 102-8

As an employer of global reach, Rosenbauer has 3,828 employees. They are broken down into two categories: Blue-collar workers mainly work in the areas of production, assembly and repair, while salaried employees work in administration, development and sales.

Collective labor agreements are held by 58.1% of employees.

→ 102-41

Apprentices account for 4.1% of all employees; in countries with statutory training and education for apprentices, this figure rises to 6.9%.

In addition, 341 temporary employees (276 of them in Austria, the others in the rest of Europe) work in the Group. Most of Rosenbauer's contracts are permanent employment contracts. The regional distribution of the workforce is as follows:

#

Employees of Rosenbauer Group by region (headcount) → 102-8	All employees			Blue-collar workers			White-collar workers		
	2019	2018	2017	2019	2018	2017	2019	2018	2017
Austria	1,558	1,442	1,345	891	823	752	667	619	593
Germany	963	906	853	626	585	551	337	321	302
Rest of Europe	302	256	240	164	143	121	138	113	119
USA	829	841	830	597	600	600	232	241	230
Rest of World	176	166	131	116	102	60	60	64	71

Part-time rate at Rosenbauer Group (in % and headcount)

→ 102-8	2019	2018	2017
Total	193	170	150
Total in %	5.0%	4.7%	4.4%
Women	100	80	78
Women in %	21.1%	18.6%	18.8%
Men	93	90	72
Men in %	2.8%	2.8%	2.4%

Blue-collar workers

Total	79	78	61
Total in %	3.3%	3.5%	2.9%
Women	16	13	12
Women in %	14.7%	14.4%	13.0%
Men	63	65	49
Men in %	2.8%	3.0%	2.5%

White-collar workers

Total	114	92	89
Total in %	8.0%	6.8%	6.8%
Women	84	67	66
Women in %	23.1%	19.7%	20.4%
Men	30	25	23
Men in %	2.8%	2.5%	2.3%

Employee benefits and work-life balance

As an attractive employer, Rosenbauer aspires to offer its employees an optimal work-life balance. Across the Group, 4.8% of employees work part-time, more of them in white-collar than blue-collar jobs. Rosenbauer supports flexible working hours and offers both part-time and flextime work, or work-from-home days. → 102-8

In Europe, a dedicated family program allows men to also take parental leave. In Leonding alone, 28 men took this opportunity. This figure was 35 at the German locations. To facilitate the

return to work for individuals, Rosenbauer runs its own daycare center in Leonding in cooperation with the companies Silhouette and PEZ/Haas, which guarantees parents a regular daycare spot for their children.

Employees are permitted to bring their dogs to work at one location operated by Rosenbauer Brandschutz Deutschland. The employees there confirm that the effect on the working environment is very positive.

Employees of Rosenbauer Group by gender (per 12/31/2019 in % and headcount)

→ 102-8

	2019	2018	2017
All employees			
Women	473	432	416
Women in %	12.4%	11.9%	12.2%
Men	3,355	3,179	2,983
Men in %	87.6%	88.1%	87.8%
Blue-collar workers			
Women	109	90	92
Women in %	4.6%	4.0%	4.4%
Men	2,285	2,163	1,992
Men in %	95.4%	96.0%	95.6%
White-collar workers			
Women	364	342	324
Women in %	25.4%	25.1%	24.6%
Men	1,070	1,016	991
Men in %	74.6%	74.9%	75.4%

DIVERSITY AND EQUAL OPPORTUNITIES

Rosenbauer believes that a respectful and open corporate culture promotes and advances diversity. It is therefore committed to a work environment that is free from prejudice and discrimination of any kind. Employees are treated with the same respect and tolerance regardless of their gender, age, sexual orientation and identity, nationality, ethnic origin, religion and ideology. In order to make this absolutely clear to the wider world as well, the company signed the "Diversity Charter" in 2017, which provides a platform for dialog and promoting diversity in the company. → 102-12

Rosenbauer leverages the different perspectives, mindsets, experiences and opinions of its employees with diverse cultural and social backgrounds, enabling the company to take an individual approach to dealing with customers. Diversity and equal opportunities are promoted with the following measures:

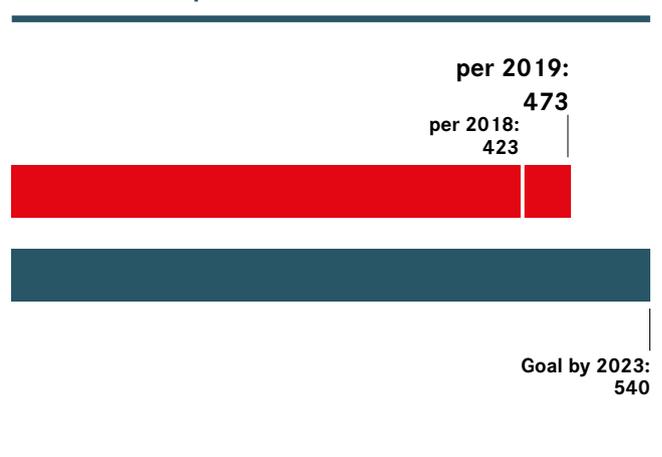
- **targeted promotion of women in technical professions,**
- **increasing visibility as an attractive employer for women, and**
- **an active commitment to the Diversity Charter.**

Rosenbauer resolutely opposes any form of discrimination. The success of these measures is monitored on the basis of staff turnover, age structure, the proportion of women, and the number of female managers and apprentices. → 103-1, 103-2, 103-3

Diversity in numbers

The age structure of employees at Rosenbauer is relatively balanced. In Austria there is a dedicated promotion scheme for employees aged 56 and over, aimed at keeping older people fit for work and adapting the work process to the needs of the employees.

Status Goal Proportion of Women



Worldwide, people with a disability make up 3.6% of the workforce, and Rosenbauer consults with social psychologists to assist them in their work. What is more, several locations work with sheltered workshops. In Karlsruhe, for example, the non-slip surfaces of aerial ladders are trimmed by people with disabilities. In Luckenwalde, one of the principal suppliers in the local area is a sheltered workshop (see page 21). → 405-1

Employees of Rosenbauer Group by age group (in %)

→ 405-1

	2019	2018	2017
All employees			
< 30 years	26.1%	27.1%	26.3%
30–50 years	49.4%	49.2%	50.6%
> 50 years	24.5%	23.7%	23.1%
Blue-collar workers			
< 30 years	29.4%	29.6%	30.3%
30–50 years	46.1%	46.3%	47.1%
> 50 years	24.5%	24.1%	22.6%
White-collar workers			
< 30 years	21.0%	21.4%	20.9%
30–50 years	55.3%	55.6%	55.5%
> 50 years	23.7%	23.0%	23.6%

Promotion of equal opportunities

In the recruitment process, care is taken to treat male and female applicants equally. The total percentage of women in the Group is 12.4% and has therefore increased slightly year-on-year. → 405-1

The share of female executives decreased slightly from 13.2% to 12.1% in 2019. These statistics are based on the most senior level of management at the individual locations. As a manufacturer that takes on apprentices, Rosenbauer's stated objective is to encourage girls to follow a technical career path. The percentage of young women doing an apprenticeship was 22.6% in 2019. Female apprentices in Production made up 8.9%, representing an increase of nearly 4% compared with 2018 and making a significant contribution to the target of greater diversity. → 405-1

In 2018, Rosenbauer set itself the goal of increasing the total number of women in the company by at least 25% by 2023 – compared with 2018. By the same year, the proportion of female industrial apprentices is expected to increase to 10%. A greater focus is therefore placed on recruiting female employees. In order to underscore Rosenbauer as an appealing employer for women, there are plans to introduce annual father–daughter days over the years to come. Each new employee at the location in South Dakota (USA) participates in sensitivity training with regard to discrimination when hired.

Unequal treatment or discrimination can be reported to the Compliance Officer at any time. Works Councils at several locations play an intermediary role when employees are affected by these issues. There are no known cases of this type in 2019. → 406-1

TRAINING AND CONTINUING PROFESSIONAL DEVELOPMENT

Rosenbauer invests in its employees by offering customized training and continued professional development programs and helps them to realize their full potential and contribute their skills and expertise to the company.

Measures in this area include:

- a range of digital courses for all larger locations,
- continued professional development programs individually adapted to the challenges of individual locations,
- extensive training of apprentices, and
- the introduction of a standardized record of professional development hours.

Rosenbauer monitors the success of these measures based on the number of continued professional development hours in each employee category. → 103-1, 103-2, 103-3

Training concepts for apprentices

Rosenbauer is heavily committed to training young people and offers apprenticeships in over ten different professions. These range from the traditional office and industry-based management assistant to the metal or mechatronics engineer. Demand for specialists is satisfied in part by apprentices trained in the company.

In 2019, a total of 155 young people in Austria, Germany, Slovenia, Italy and Switzerland served an apprenticeship, with around 72.3% studying technical and industrial professions and 27.7% administrative and commercial occupations. Three people with refugee status were doing apprenticeships with Rosenbauer in 2019.

Young people are familiarized with numerous areas of responsibility and departments during their apprenticeships. Apprentices are taught manual skills and prepared for a job in Production by experienced instructors in a dedicated teaching workshop in Leonding and at specialized schools in other locations. Training is also available in diverse subjects such as business etiquette, social skills and handling money, in order to teach young people skills that will benefit them outside the workplace, too. Sustainability issues are integrated into the training apprentices receive. In 2019, workshops were held in which the young people learned about the Sustainable Development Goals.

Rosenbauer also trains young people with special needs in cooperation with charitable organizations. The aim here is to integrate them into the workplace and the social structure to the greatest possible extent.

The two largest US locations in Wyoming (Minnesota) operate a separate training program for young employees. This provides the opportunity to receive technical training since apprenticeships are not common in the United States.

Continued professional development

Rosenbauer continually invests in both professional and personal continuous development, with the aim of preserving and fostering its employees' qualifications and motivation. In-house and external experts offer tailored training and continuing professional development programs adapted to the working environment. At the Austrian, German and Swiss locations, courses can be booked on the company portal, which will soon be rolled out to other locations. Regular professional development reviews help to determine employees' needs and development goals. In Austria, Germany and Switzerland, employees

have the opportunity to take educational leave or participate in work-based part-time education models. In 2019, 19 employees made use of these options.

In the reporting year, each employee had an average of 7.7 hours of traditional continued professional development, with white-collar workers spending approximately 14.7 hours in training and blue-collar workers 10 hours. Women spent 8.7 and men spent 7.6 hours in training. However, these statistics do not take account of learning on the job, which is typical in the area of Production. Not all locations record statistics on continued professional development hours. → 404-1

Rosenbauer fills executive and management positions from within its own ranks. This ensures continuity in values and leadership qualities and offers employees career and professional development opportunities, helping raise Rosenbauer's profile as an attractive employer. Executives in the Group take part in a multi-stage training program on an ongoing basis. → 404-1

OCCUPATIONAL HEALTH AND SAFETY

Rosenbauer attaches great importance, both in Production and Administration, to providing employees with a working environment that maintains and ensures their health and well-being. Optimally protecting employees from risks and dangers during their work is a matter of particular importance to us. Rosenbauer takes various measures in this area, such as:

- **safety campaigns for all Production employees in Leonding and Neidling,**
- **providing protective work clothing,**
- **mandatory safety training,**
- **increased bonus for safety tips and ideas on accident prevention, and**
- **ISO 45001 certification at eight locations.**

Key indicators in this area are the number of occupational accidents, the number of lost working days, and of sick days per employee. → 103-1, 103-2, 103-3

Occupational safety

Due to its importance, occupational safety at Rosenbauer is firmly embedded in its organization and procedures: locations in Austria (Leonding Plant I and Plant II, Neidling, Graz, Telfs), Germany (Karlsruhe, Luckenwalde) and Slovenia (Radgona) are certified to ISO 45001. This means that 62% of our employees work at locations with certified occupational safety management systems. The other locations either only became part of the Group recently or are smaller locations for which the effort and expense of introducing a certified management system would be disproportionately high. → 403-1

COMMITMENT TO FAMILIES

Since 2015, Rosenbauer has been promoting the work-life balance with an in-house daycare center. This means that employees' children can be cared for right next to the main plant in Leonding. But Rosenbauer has something to offer older children as well: They can participate in a summer camp held during school holidays that is supported financially by the company.

As a rule, the Rosenbauer OHS organization consists of an occupational health service, safety experts, safety representatives, first-aiders, fire prevention officers, and workforce representatives. Safety teams are also present at all production locations. Clear responsibilities and regular discussions guarantee a lively exchange. Corporate policies standardize the safety precautions. Each country complies with the statutory safety regulations.

→ 403-3

In order to optimally protect employees, the company set itself the goal in 2018 of reducing the accident rate to a maximum of 30 accidents per one million working hours by 2023. Various measures are planned in order to achieve this: By 2023, at least three more locations will be certified to ISO 45001 along with each newly opened production location from 2020 onward. In addition, the definition of an occupational accident will be streamlined and the recording of near-miss accidents introduced at all locations.

An international "Safety" working group will work on measures to ensure implementation of these ambitious plans across the Group. At the locations in Austria, ongoing workplace evaluations will be carried out with employees to identify and eliminate potential occupational safety risks. All employees can report information about occupational safety risks to safety representatives or executives. → 403-2

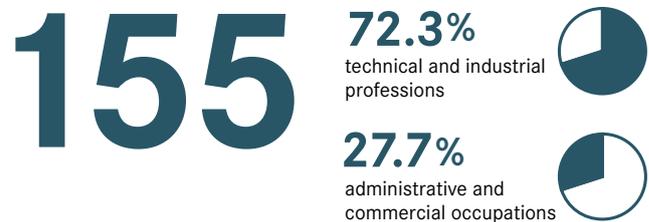
Focusing on prevention

Many occupational safety measures are aimed at prevention, and thus at reducing the number of accidents. Raising awareness among employees about potential hazards, and identifying and eliminating possible sources of hazards are important measures in this regard carried out at all locations worldwide. Occupational safety is a regular topic at team meetings, and specific occupational health and safety measures are discussed with employees in sustainability workshops. In early 2020, a comprehensive safety campaign took place at all Austrian production locations. The aim here is to boost general employee awareness of occupational safety. The campaign concentrated on measures to prevent cuts, because this is the most common type of occupational injury. In 2019, prevention campaign on healthy posture and ergonomic movement was held for all employees at the service location in France. The production location in South Dakota (USA) is striving to minimize workplace accidents in cooperation with South Dakota State University.

→ 403-3

In addition, the reward for reporting occupational safety risks and ideas on accident prevention was increased significantly. In 2019, 71 of these were submitted in Leonding alone. Employees are informed and made aware before starting their activities – and at regular intervals thereafter – by workplace inspections, and instruction and training on safety risks and potential hazards.

Number of apprentices at Rosenbauer in 2019



95 near-miss accidents were reported throughout the Group in 2019, with recording still being improved at some locations.

In addition, wherever production areas are reorganized and modernized, Rosenbauer considers short routes, optimal equipment support, ergonomic access to materials, mobile tool trays and energy sources. Regular measurement promotes noise containment measures. For example, loud, high-vibration compressed air screwdrivers are being replaced with modern, quiet electric screwdrivers. Order and cleanliness in workplaces prevent tripping, bumping into something, or slipping. In 2018, a new type of cut-resistant assembly glove was used at all Austrian locations. The assessment of cuts resulted in a 10% reduction in these accidents in the 2019 reporting year. Reviews are conducted on an ongoing basis as part of SOS audits and safety walk-throughs. Physical and psychological stress factors are identified and appropriate measures are developed to combat them.

The two production locations in Wyoming, Minnesota (USA) launched extensive preventive measures in 2019: Safety signage in Production was improved, fall protection and cut-resistant gloves were introduced, and training on the safe use of tools and particularly eye protection was held.

If occupational accidents do occur despite all precautions, they are recorded in a reporting system based on standardized specifications. The internal indicators are hours lost as a result of occupational accidents, the number of accidents itself and sick leave. Occupational accidents are reviewed with the relevant executive and safety representative. Building on this, we develop measures ranging from training to changes in workflows to prevent this type of accident in the future. → 403-2

Accident statistics

In 2019, Rosenbauer had a total of 275 occupational accidents, of which 106 resulted in more than three days' sick leave per employee. This results in an accident rate of 63.2 per one million working hours. Accident figures rose sharply year-on-year due to the significantly improved recording of minor accidents at several locations. Accompanied by greater awareness among the employees, this should initially be seen as a success. A permanent reduction of occupational accidents can only be successful once all occupational accidents are recorded with no gaps. As

a percentage of all hours worked, those lost due to accidents amounted to 0.3%, equaling the previous year. These occupational accidents were mainly cuts, bruises, lacerations and similar injuries when handling tools and workpieces. There were no fatal accidents in the reporting year. Accidents involving temporary workers are included in the statistics, but not the associated lost hours. In 2020, we will evaluate the reasons for occupational accidents caused by employees of third-party companies at Rosenbauer locations as well as how to record and report them.

→ 403-9

Occupational accidents at Rosenbauer Group → 403-2	2019	2018	2017
Total number of accidents			
Total	275	221	171
Austria	84	104	68
Germany	167*	60	57
Rest of Europe	8	11	12
USA	15	42	34
Rest of World	1	4	0
Sick leave of up to 3 days			
Total	169	137	89
Austria	37	60	45
Germany	123*	34	19
Rest of Europe	1	0	2
USA	7	39	23
Rest of World	1	4	0
Sick leave of over 3 days			
Total	106	84	82
Austria	47	44	23
Germany	44	26	38
Rest of Europe	7	11	10
USA	8	3	11
Rest of World	0	0	0
Accidents per 1 million working hours			
Total	63.2	54.6	52.6
Austria	50.7	70.0	63.4
Germany	235.4*	83.2	71.6
Rest of Europe	31.8	48.1	59.0
USA	9.4	27.9	32.2
Rest of World	7.4	37.2	0
Lost hours rate**			
Total	0.3%	0.3%	0.4%
Austria	0.2%	0.2%	0.2%
Germany	0.7%	0.4%	0.7%
Rest of Europe	0.5%	0.7%	0.7%
USA	0.2%	0.2%	0.4%
Rest of World	0.0%	0.0%	0.0%

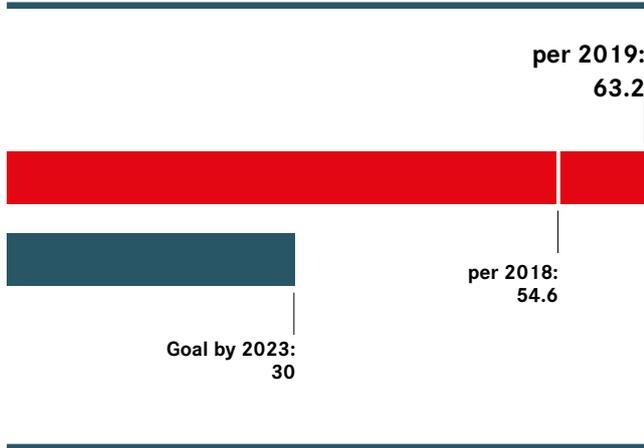
* Sharp increase due to stricter recording

** Lost hours related to total working time in hours, without road accidents to and from work, incl. minor injuries without medical treatment

Occupational health

As part of health protection and health promotion, Rosenbauer offers its employees various preventive measures.

Status Target Occupational accidents



In Austria, an in-house sports association helps the workforce stay fit and covers the costs of taking part in sports events. Health programs at various locations motivate employees to choose a healthy lifestyle. Rosenbauer has provided customized hearing protection for Production employees which is more comfortable to wear, thereby increasing the frequency with which it is worn. Safety shoes that meet the employees' individual needs are also made available.

Across the Group, average sick leave in the reporting year was 9.4 days and thus decreased by one day per employee. In Austria and Germany, employees returning from long-term sick leave are supported by a company reintegration management system taken advantage of by a majority of the affected employees. This helped six employees in Leonding in 2019, for example. → 403-2

The US locations offer a "Frequent Fitness Program" aimed at promoting employee health. This program sponsors memberships in fitness studios, offers healthy meals and runs smoking-cessation programs. In addition, health checks are financed and the use of drugs and alcohol is addressed for purposes of raising awareness and protecting employees. A comprehensive fitness program for the workforce is also offered in Slovenia. This covers topics such as exercise, nutrition, tobacco and drug use, and general occupational safety issues.

Average sick days at

Rosenbauer Group → 403-2	2019	2018	2017
Total	9.5	10.5	10.3
Women	8.2	9.3	9.7
Men	9.7	10.6	10.4
Blue-collar workers	11.5	12.3	11.7
White-collar workers	6.2	7.4	8.1
Austria	9.1	12.6	13.7
Germany	17.2	15.5	14.3
Rest of Europe	10.5	8.3	8.8
USA	2.5	3.3	2.2
Rest of World	2.0	3.9	3.2

Hazardous substances in Production

Due to the overwhelming amount of assembly work, none of Rosenbauer's occupational activities represent a serious health risk. Increased safety requirements exist only at those production facilities where parts are glued or painted. Naturally, all statutory regulations are complied with at these locations. In addition, Rosenbauer has set itself the goal of dispensing with the use of substances containing heavy metals throughout the Group from 2018. 100% of its paints are already free of heavy metals, 0% are water-based.

Products & Society

Rosenbauer offers its customers sustainable firefighting products that combine safety and longevity. In doing so, the company relies on environmentally friendly materials and conserves resources by reducing its consumption of materials, energy and water.

Quality, safety and longevity are the most important aspects for Rosenbauer in the development and manufacture of its products. The company studies social megatrends in detail along with their implications as regards future requirements for emergency services. For example, demographic change and increasing digitalization will have an impact on the way fire services are structured and the technology they use.

One strategic goal is to equip fire services with fascinating, state-of-the-art products. Rosenbauer plays a large part in defining these as it is the firefighting industry's technology and innovation leader. So for us, research and development are a top priority. The same applies to ongoing product development with regard to environmental impact and ergonomics.

The following material topics relating to Products & Society were established in consultation with the stakeholders:

- **health and safety of emergency services,**
- **vehicle reliability and longevity, and**
- **technology and innovation.**

The quality management system and regular audits guarantee continual improvement. → 103-1, 103-2, 103-3

PRODUCTS → 102-2

Rosenbauer's main strength is major innovations and pioneering technologies in the production of firefighting vehicles and fire extinguishing systems according to European and US standards. As a full-line supplier, the company provides fire services with firefighting vehicles for municipal use, aerial ladders, hydraulic firefighting and rescue platforms, ARFF vehicles and escape ladders, industrial firefighting vehicles, specialty vehicles, extinguishing systems, firefighting systems, stationary fire extinguishing systems, and telematics solutions for vehicle and deployment management. Rosenbauer provides maintenance, customer service and refurbishment through a service network in over 100 countries.

In addition, Rosenbauer manufactures what are known as de-escalation vehicles. These are specially designed tank fire trucks with turrets for police emergency response and firefighting at violent demonstrations. These vehicles are technically designed to minimize personal injuries as much as possible. When supplying de-escalation vehicles, Rosenbauer pays strict attention to compliance with international law, particularly export restrictions and embargo lists.

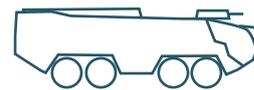
Status Goal Variety of Training simulators



Drive simulator



Aerial ladder simulator



PANTHER simulator

HEALTH AND SAFETY OF EMERGENCY SERVICES

The health and safety of firefighters is Rosenbauer's top priority and is always the focus in the use of our products. In addition, product ergonomics and safety devices are being continuously improved. These must provide the fire services with the best possible support and protection as they go about their daily work. Rosenbauer offers comprehensive customer training courses. These range from operator and technical training on vehicles and extinguishing systems, through special tactical training, to simulated deployments. With this in mind, the following actions are being taken:

- **increasing the sale of simulators,**
- **offering distance learning programs for customers,**
- **developing more ergonomic loading concepts,**

“You could say: We have to put out fires the old-fashioned way. We say: Intelligent networking does the job much better.”

ROLAND WEBER
GLOBAL PRODUCT MANAGER
FIRE FIGHTING COMPONENTS



END-TO-END NETWORKING

Digital networking enables fire services to coordinate and monitor their deployments remotely. Robots, drones, augmented-reality systems and digital vital sign monitoring of emergency service workers will improve firefighting outcomes and save lives in the future. We are working intensively on networked products to optimally support fire services with technology during their deployments.

networking

- **developing design concepts for lower unloading heights for mobile devices,**
- **reducing the weight of portable products, and**
- **producing lowering devices.**

Rosenbauer measures the outcome of these actions based on the number of training sessions attended and simulators sold, and by comparing the user-friendliness and weight of successive product generations. → 103-1, 103-2, 103-3

Close cooperation with all suppliers and partners is a critical factor for Rosenbauer's success. They are selected according to strict criteria and regularly assessed. In general, business relationships with key suppliers to the major production facilities are longstanding. Value is created locally through partnerships with mostly regional suppliers.

Specific measures here include:

- **inspections of the production facilities manufacturing the core products for equipment,**
- **regular evaluations and supplier visits, and**
- **close cooperation and exchange of information among suppliers and among purchasing departments throughout the Group.**

VEHICLE RELIABILITY AND LONGEVITY

Since firefighting technology has to operate immediately, reliably and flawlessly in the toughest conditions, quality is the primary factor in all products and processes and in Production. The associated reliability and longevity are extremely important, not least because most fire services are publicly funded. In addition to the quality management system, this is guaranteed by Rosenbauer with the use of high-quality materials and components, and continual improvement of product safety and customer service, which ensures safe operation.

Quality

The conditions firefighting technology must be able to withstand are stipulated in strict standards. Rosenbauer meets the highest standards worldwide. The company guarantees quality along the entire value chain with experienced professionals and an ISO-certified quality management system, which is also used to steer and optimize processes and comprises the following standards:

- **quality management according to ISO 9001:2015,**
- **environmental management according to ISO 14001:2015,**
- **energy management according to ISO 50001:2011, and**
- **occupational health and safety management according to ISO 45001:2018.**

All of the regulations and documents required for operating processes are available online. The system is reviewed and updated by way of regular internal and external audits and customer audits. → 103-1, 103-2, 103-3

The best possible quality to customers is ensured by numerous quality tests conducted as early as the production stage. For example, a truck-mounted fire pump is put through its paces several times during production: after production of the body, after the assembly of other components and attachments and at the end of production. After installation in a vehicle, all the pump functions are rechecked during the vehicle's final quality inspection.

Materials and components used

As a producer of firefighting vehicles, Rosenbauer needs aluminum and steel as primary raw materials. Both metals are easy to recycle but manufacturing them consumes a great deal of energy. Rosenbauer minimizes surface treatments so that the materials can be recycled as far as possible without slags. Other important raw materials come from the plastics industry. Chassis make up the largest share of the Group's procurement volumes; everything else is materials required in Assembly. Rosenbauer buys almost exclusively prefabricated, mostly ready-to-install parts: for vehicle superstructures these are primarily aluminum sandwich panels, sheets and profiles, for vehicle trims and design fairings, preformed parts made of plastic, the raw materials for which are often pre-colored by the supplier in the vehicle color. Aluminum, stainless steel or gunmetal housing is used for firefighting pumps. The shaft and other pump units are procured as steel blanks and finished in-house. → 102-9, 301-1

Product safety

Ensuring the safety of firefighters in action is a central concern in product development. The stated goal is a steady increase in ergonomics and safety in each product area.

Number of production locations certified to ISO 9001

17

Every upcoming requirement was integrated into the firefighting vehicle of the future – the Concept Fire Truck. This has built-in devices to help unload equipment, and on arrival at the scene, the vehicle is lowered. Even the AT (Advanced Technology) – the tried and tested municipal firefighting vehicle from Rosenbauer – is honed to the highest safety standards. All handles and handrails are bright orange. In an emergency, firefighters can see immediately where to grab them or where they can hold on. Doors with stairs lock automatically when leaving the vehicle to minimize the risk of injury and integrated supports provide head protection en route.

Rosenbauer also develops protective clothing for firefighters, manufactured according to customer requirements. The modern suits are not only safe but also lightweight, and their high breathability prevents emergency services personnel from overheating – one of the most common causes of accidents in the firefighting industry.

Customer Service

An important component of vehicle longevity and safe use is customer service. This ensures that Rosenbauer products can be operated safely by users and remain operational throughout their whole lifecycle. The global service organization consists of around 200 service technicians, 25 Rosenbauer service workshops and 150 regional service partners with their own infrastructure.

No vehicle is handed over without prior training. In addition, training4fire offers a comprehensive range of training for fire services, from operator and repair training, to specialist programs for engineers and equipment maintenance personnel, through tactical, operational and driver safety training. Rosenbauer provides a guaranteed supply of spare parts to ensure its products are always ready for operation.

To provide the best possible customer care, Rosenbauer invests in a comprehensive, intensive service training program: all service technicians attend a multi-phase training program, which mainly comprises various e-learning modules and in-person training sessions on proper repair and maintenance of all Rosenbauer products.

TECHNOLOGY AND INNOVATION

Its focus on technology and innovation enables Rosenbauer to equip fire services with fascinating products. Research and development are therefore core priorities at the company, particularly ongoing product development with regard to environmental impact and ergonomics.

Rosenbauer's innovation activities have a long-term focus and are based on systematic innovation management. This includes factoring in environmental issues at a very early stage of development through materials analysis, taking account of material workability and recyclability. Rosenbauer continuously and rigorously monitors future issues likely to impact fire services, and uses them to develop innovative product solutions.

Specific measures here include:

- **series production of the hybrid firefighting vehicle of the future,**
- **refurbishment of older vehicles, and**
- **comprehensive training for service partners and employees.**

The success of these measures is expected to be evaluated based on sustainable product developments. → 103-1, 103-2, 103-3

Functional design

Rosenbauer products are characterized in particular by functional design and the perfect interplay of the individual components involved. Its position as an innovation and technology leader in the firefighting industry is possible only with an in-depth understanding of future fire service requirements, the expertise of long-serving employees and continuous R&D activity. Equally, customers and users are involved in most of its developments.

Employees who bring their field experience gained from participation in voluntary fire services to bear on the innovation process and product development at Rosenbauer make a major contribution to the company's innovativeness. To leverage expertise, the company works with educational institutions and centers of excellence, and actively participates in national and international research programs.

Reducing the environmental impact of products

Furthermore, Rosenbauer takes sustainability into account throughout the entire product lifecycle. For example, environmental impact is considered as early as the design stage, while waste prevention and the efficient use of resources are maximized. This package of measures is designed to provide absolute reliability and longevity in the field.

The superstructures of Rosenbauer firefighting vehicles are largely made of aluminum, as it is significantly lighter and less susceptible

to corrosion than steel. AT design allows maximum utilization of the body, higher payloads compared to vehicles with steel superstructures, and superior handling. It also makes the AT municipal flagship easy to recycle at the end of its life.

From 2020, the extinguishing agent tanks in all PANTHER types will be made of PPE (polyphenylene ether) following a final switch. These environmentally friendly tanks are also used across the board in all other vehicle types (see page 37). In addition, the European PANTHER series is available with a 750 hp Volvo Euro 6 engine. In the United States, this vehicle is available in the best emissions category there – Tier 4 final for non-road engines.

In helmet production, Rosenbauer achieved its goal of conserving 100,000 m² of plastic film in Production each year starting in 2019. This is enabled by the switch to reusable packaging in the production process. Further reductions in disposable packaging will follow beginning in 2020. In addition, most of the helmet shells are now painted by robots. This significantly reduced the so-called overspray, i.e. the part of the applied amount of paint that does not land on the helmet and must therefore be disposed of.

Last year, Rosenbauer invested € 20.2 million in research and development. Its R&D ratio was 3%, and therefore, at the top end of the target range of 2–3% of Group sales.

Proportioning systems for fluorine-free extinguishing agents

For some fires, particularly fires involving fluids, water is insufficient as the sole extinguishing agent. In these cases, the fire service has to extinguish with foam. However, foam concentrates – especially the fluorine compounds they often contain – pollute the environment. During firefighting deployment, they seep into the soil with the extinguishing water, and from there contaminate the groundwater. As a producer of foam proportioning systems, Rosenbauer supports customers reduce the use of foam concentrates, thereby keeping the environmental impact as low as possible. The company also sells fluorine-free foam concentrates.

→ 303-2

Engineering

Rosenbauer deals with development issues in small, agile and event-based project teams. The company uses state-of-the-art CAD/CAM development methods and tools. Professional design and ergonomics are integral to every development. For experimental testing of product features, functional elements are manufactured and subjected to continuous load tests. For example, vehicle prototypes are driven on racetracks and off-road courses to prove how robust and reliable they are.

Product innovations and improvements

Rosenbauer is increasingly focusing on prevention, particularly in its innovation activities. This will prevent damage situations from having to be mitigated in the first place; instead they will be prevented as early as possible. The early spotting of fires and especially forest fires is a key area of emphasis in research in this regard.

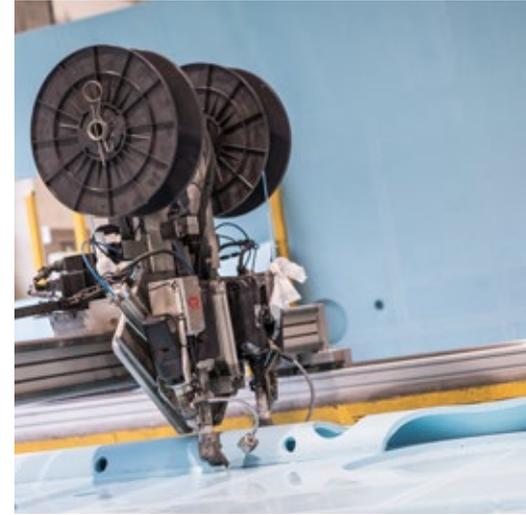
A major business goal for Rosenbauer is to manufacture a version of the Concept Fire Truck (CFT) in series production from 2021. The CFT is the innovative concept study of a hybrid firefighting vehicle that caters to fire services' future needs. The vehicle can be lowered at the point of use so that the equipment can be removed more easily, the cab forms a modern command center that even enables the transport of injured persons, and a crawler helps to transport heavy devices. Rosenbauer is increasingly switching not just vehicles, but also other types of equipment to more efficient drive systems.

Specific measures in this area are:

- **Research on energy-efficient drive architectures**
- **Dealing with alternative energy sources**
- **Research in the area of early fire detection systems**
- **Research in the field of robotics to reduce human exposure in dangerous situations**
- **Research on fighting fires in electrical vehicles**
- **Fighting forest fires**
- **Operational hygiene concepts for cancer prevention**

The goal for simulators is to facilitate training for emergency services and to ensure their preparedness for unusual situations in an emergency. For this reason, the company has offered a PANTHER simulator and a simulator for deployments since 2014. In 2019, Rosenbauer increased sales and launched another simulator on the market with which the use of turntable ladders can be practiced. Especially the correct positioning and optimal handling of the ladder basket requires a lot of skills and tactical knowledge from the task forces. Simulator training is cost efficient and possible at all times; it does not require the emergency services to be placed in dangerous situations unnecessarily; and the climate and the environment are conserved through the savings in fuel, water and foam concentrate. In addition to delivering training for service technicians, the e-learning platform is also used to provide updates on product innovations. Some e-learning modules are available to customers for purposes of in-house training and testing knowledge.

In the United States, Rosenbauer introduced the “Clean Cab” in 2019. Fire services are subject to a higher cancer risk as a result of their deployment to fires because of the carcinogenic substances that settle in their protective gear – and therefore in the crew cabin of their vehicles – and are still emitted after their



Tank production is largely automated using robots that Rosenbauer has developed itself.

deployment. Three aspects of the “Clean Cab” concept combat this. The seats in the vehicle are made of plastic which does not absorb any hazardous particles. A “Clean Air” filter is installed in the crew cabin to purify the air. Dedicated containers for dirty clothing are attached to the outside of the vehicle so that it is not even brought into the cabin.

CLOSED-LOOP MATERIAL CYCLE FOR WATER TANKS

Rosenbauer has always taken care to develop products made of environmentally friendly materials. A particularly successful and innovative example is the company’s own extinguishing agent tank production in Radgona, Slovenia. The facility there manufactures tanks from polyphenylene ether (PPE), a material that can be recycled repeatedly.

Extinguishing agent tanks are a feature of almost every fire-fighting vehicle. The standards for these components are high: They must be as stable as possible, while also being lightweight and resisting corrosion. During deployments, they must be well positioned for turns to enable superior vehicle handling and, of course, not end up as hazardous waste at the end of the product’s life cycle. This is precisely what Rosenbauer has accomplished by manufacturing its own PPE water tanks. Previously, all water tanks were made of steel or glass fiber reinforced plastic (GRP). The latter constitutes a health risk during manufacture and can only be incinerated as hazardous waste. In order to improve the environmental footprint of these products, PPE tanks have been used in most vehicles since 2013. Around 700 units with a

capacity of 500 to 18,000 liters are manufactured annually. They are intended for the PANTHER series, all municipal vehicle series and for specialty vehicles. GRP tanks are only used in exceptional cases and upon customer request.

The product itself as well as its production process were developed by Rosenbauer. Since 2015, the light-blue panels have even been welded together by a specially programmed robot after a CNC-controlled milling machine has cut the parts to size. All scrap from Production is returned to the supplier and then simply processed into new panels. The quality-assured tanks are delivered to Rosenbauer’s vehicle plants and installed there. Only the prefabricated panels are shipped to locations further away to be welded together by local workers, which reduces transportation requirements at the same time.

If a vehicle with a PPE tank is scrapped, it can be returned to the material cycle, even after a long period of service. And when it is disposed of correctly, a new extinguishing agent tank can be produced for Rosenbauer vehicles.

Environment & Resources

Rosenbauer takes responsibility for its products and the environment. That starts in Production. The company pays particular attention to using green electricity, reducing heat, fuel and water consumption, replacing energy-intensive equipment with energy-efficient alternatives, and preventing waste.

Rosenbauer's production activities primarily involve machinery and specialty vehicle assembly, and/or metal and plastics processing. The environmental impact is therefore relatively low. Nevertheless, Rosenbauer takes responsibility for appropriate environmental protection and resource conservation measures in this area, too.

The following environmental issues have been identified as material:

- **energy consumption in Production,**
- **resource consumption and waste in Production, and**
- **suppliers' environmental management.**

Responsibility for these issues lies with Production managers. There are dedicated environmental managers at the individual Production locations who monitor energy and water usage, waste and other environmental matters. Rosenbauer structures management of these issues with an environmental management system certified to ISO 14001 and an ISO 50001-compliant energy management system at some locations. The existing goals and measures are evaluated at regular intervals. → 103-1, 103-2, 103-3

ENERGY CONSUMPTION AND CARBON EMISSIONS IN PRODUCTION

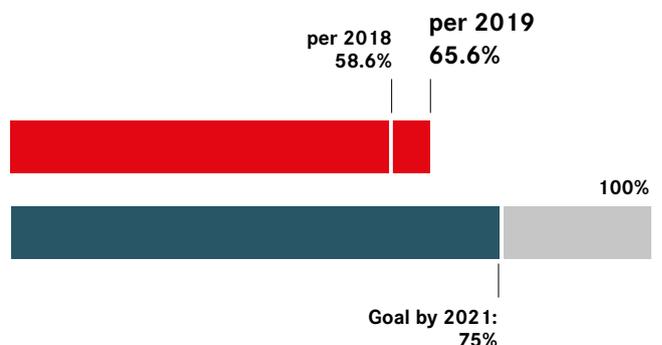
To continuously optimize its energy footprint, Rosenbauer analyzes and estimates all relevant workflows, machinery, buildings and processes according to their energy efficiency and develops corresponding measures to increase it.

The following goals were set in 2018:

- **Increase the share of green electricity used by the Group to 75% by 2021,**
- **generate 5% of total energy demand on Rosenbauer's roofs by 2021, and thus**
- **reduce carbon emissions by 10% per productive hour by 2021.**

In 2019, we first reviewed some of our electricity contracts in order to switch to electricity from renewable energy sources wherever possible. This enabled us to increase the share of green electricity to 65.6% (2018: 58.6%). The large production locations in Austria and Germany in particular have been operated using 100% green electricity since 2019.

Status Goal Share of green electricity



The goal of covering 5% of total electricity needs with photovoltaic systems is expected to include both self-generated energy and electricity from systems on rooftops that are rented by Rosenbauer. Thanks to the photovoltaic systems installed in 2019 and ultimately commissioned in 2020 at the Leonding and Neidling locations with a total output of 620 kWp, a larger share of the electricity requirement will be covered in the coming years. Moreover, the roofs at other locations will be reviewed for suitability for additional photovoltaic systems in 2020.

These measures and our efforts to improve energy efficiency and save energy will help us meet our goal of reducing carbon emissions by 10% per productive hour by 2021 (2019: 4.6 kg/prod. h).

→ 103-1, 103-2, 103-3, 305-2

“Choosing materials is easy. But we take it personally.”

MATTHIAS KASER
OPERATIONS PANTHER



SUSTAINABLE TANK PRODUCTION

Rosenbauer vehicles' water tanks are made of a sustainable material that can be recycled repeatedly.



choose

Energy consumption of Rosenbauer Group → 302-1	2019	2018	2017
Total*			
MWh	67,485.1	63,024.1	63,208.4
kWh per prod. hour	19.3	19.5	21.6
Electricity			
MWh	16,530.0	15,541.9	14,698.9
kWh per prod. hour	4.7	4.8	5.0
Heating			
MWh	34,099.3	30,524.6	30,936.7
kWh per prod. hour	9.8	9.5	10.6
Fuels			
MWh	16,855.9	16,957.6	17,572.8
kWh per prod. hour	4.8	5.2	6.0

* Sources of conversion factors: Austrian Federal Ministry for Sustainability and Tourism (Energy Efficiency Act) and Austrian Federal Environmental Agency (GEMIS 4.94)

Consumers

The highest demands on process and heating energy stem from production locations with paint shops. Sales, assembly and customer service operations account for most of our fuel consumption. Locations where the buildings and factory spaces require year-round cooling consume relatively high levels of electricity.

The Rosenbauer Group's energy requirement in the reporting year totaled 67,485.1 MWh (19.3 kWh per productive hour) and therefore decreased slightly with regard to productivity.

Renewable sources supply 65.6% of the electrical energy, while 2.7% of that is from the in-house cogeneration plant in Leonding and a photovoltaic system in Mogendorf. The latter means that 0.5% of Rosenbauer's electricity needs are met by power generated on the company's roofs. Thanks to the newly installed system in Austria, this figure is expected to increase considerably next year. Rosenbauer sold 59.4 MWh of surplus electricity from the plant in Mogendorf. District heating, which is largely generated from waste heat, in turn provides 14.9% of the process and heating energy used. Diesel accounts for 91.8% of the fuel used. → 302-1

The CO₂ emissions from the Group's energy consumption are correspondingly low at: 15,951 t CO₂eq. → 305-1

To reduce its overall energy consumption, Rosenbauer uses waste heat from production to heat its paint shops. Furthermore, these systems are constantly upgraded. Leonding plant I uses the waste heat from the paint shop to heat the office buildings. Leonding plant II has been using district heating since 2016. This saves around 500 metric tons of CO₂ per year compared to conventional oil/gas heating. In addition, the energy requirement

was reduced by half by a thermal insulation, which is why an additional 500 t of CO₂ can be saved annually. The largest production location - Leonding plant I - will be switched to district heating in 2020. The Karlsruhe location has been heated with district heating since 2016.

All renovations and conversions include thermal insulation for buildings and factory spaces, and offices are equipped with modern daylight and heating controls. LED lighting is gradually being introduced in factory spaces, and energy-saving tools such as speed-controlled air compressors with consumption control are used as well. When the Radgona, Slovenia, location was retrofitted, heat exchangers were installed to blow warm air near factory ceilings back downward, thereby considerably reducing the need for heating. Efficient production logistics with just-in-sequence supply also reduces CO₂. The Swiss location offsets the carbon emissions produced by the fuels used in company vehicles with the purchase of certificates. In 2019, this amounted to 13 t of CO₂.

In Production, the majority of our European firefighting vehicles are already built on chassis with a Euro 6 drivetrain, which means their NO_x and particulate emissions are respectively 80% and 66% lower than those of Euro 5 vehicles.

Rosenbauer actively supports employees who want to do something for the environment. Participation in car-free days is rewarded with free bicycle inspections and lunch packages. This year, Rosenbauer is also promoting "Earth Hour" and is encouraging employees to personally get involved with this initiative, too.

Carpool

In mid-2019, a carpooling app called Carpool was introduced for employees in the locations in Upper Austria. By arranging carpools to and from work, employees can save money and time and, at the same time, lessen their impact on the environment. Rosenbauer offers special benefits to active users. In 2019's five-month test phase alone, employees traveled 34,000 km less, which is the equivalent of saving 4 t of CO₂. With the official launch of Carpool at the beginning of 2020, use of the app

increased manifold. As early as January, employees emitted nearly 10 t less CO₂ during commutes. In addition to protecting the environment, the app contributes to promoting communication, even across departments, which also leads to a constant exchange of ideas. The interplay between transportation, HR and environmental awareness creates measurable benefits for all participants and contributes significantly to the efficient use of resources.

Greenhouse gas emissions of Rosenbauer Group (in t CO ₂ eq)* → 305-1, 305-2	Market-based			Country-based		
	2019	2018	2017	2019	2018	2017
Total Scope 1 + Scope 2	15,951	14,782	14,817	19,017	17,717	17,546
Direct greenhouse gas emissions (Scope 1)	10,260	9,430	9,535	10,260	9,430	9,535
Indirect energy-related emissions (Scope 2 resulting from the use of district heating and electricity)	5,691	5,352	5,282	8,758	8,287	8,011

* Data in CO₂ equivalents in accordance with the GHG Protocol Corporate Standard, taking into account the following greenhouse gases: CO₂, CH₄, N₂O, SF₆, HSCs, PFCs, NF₃; without consideration of biogenic greenhouse gases.

RESOURCE CONSUMPTION AND WASTE IN PRODUCTION

Water

Rosenbauer supplies a wide range of extinguishing systems as well as high and ultra-high pressure pumps for efficient extinguishing with less water. As some water is required to produce firefighting pumps, specifically in the course of various quality tests, one of Rosenbauer's chief concerns is to ensure the careful use of this resource. → 303-1

Leonding plant I has the highest water requirement of any location in the Group. This is where Rosenbauer produces all pumps and extinguishing systems that must be repeatedly tested with water as part of quality assurance. Water is also required for vehicle deliveries to demonstrate the extinguishing functions for customers. This is the case at most Rosenbauer production locations worldwide.

On the pump test stands, where every unit from the smallest portable pump to the highest-volume truck-mounted fire pump is subject to a one-hour endurance test, the required water is recirculated. Depending on the pump capacity, this saves between 30 and 780 m³ of fresh water in each test cycle. Since around 3,000 units are tested per year, this saves an enormous volume of water.

The water used by Rosenbauer contains only very minimal contaminants. At all locations, waste water is of sufficient quality and is therefore released into the public sewer system. In addition, water purification facilities, such as mineral oil separators, are

installed at several locations. This keeps the environmental impact of waste water as low as possible. In 2019, foam concentrate testing was reduced sharply at the location using the most water. During larger tests, the foam concentrate is collected and disposed of according to specifications. → 303-2

Good stewardship of water as a resource is particularly important in regions experiencing water stress. The availability of water in a region depends on the available water resources on the one hand and on the amount of water extracted on the other hand. If the volume extracted exceeds a certain percentage of the resources available, this is defined as water stress. Use of the WWF Water Risk Filter determined that Rosenbauer's plants in Saudi Arabia, Spain, Wyoming (Minnesota, USA) and Luckenwalde (Germany) are located in regions experiencing water stress. In the future, additional measures will be taken to further reduce water consumption at these locations and to raise awareness among employees of this issue. → 303-3

Service water consumption at the Rosenbauer Group was 90,285.9 m³ in the reporting year, which is 25.8 liters per productive hour, resulting in a slight improvement with regard to productivity. Almost 52.5% of this came from our own wells and the remainder from municipal supplies. → 303-3

Service water consumption at the Rosenbauer Group was 90,285.9 m³ in the reporting year, which is 25.8 liters per productive hour, resulting in a slight improvement in relation to productivity. Almost 52.5% of this came from our own wells and the remainder from municipal supplies. → 303-3

Water consumption of Rosenbauer Group (m³) → 303-3	2019	2018	2017
Municipal	42,944.9	37,989.7	41,639.7
thereof in water-stressed areas	25.9%		
Liters per prod. hour	12.3	11.8	14.3
Wells	47,341.0	39,848.0	30,882.0
thereof in water-stressed areas	2.7%		
Liters per prod. hour	13.5	12.3	10.6
Total	90,285.9	77,837.7	72,521.7
thereof in water-stressed areas	13.8%		
Liters per prod. hour	25.8	24.1	24.9

Water consumption in 2018 was reduced retrospectively because the amounts charged to sub-tenants at one location were not deducted.

Water consumption of Rosenbauer products

Water is the most important and most widely used extinguishing agent worldwide and has excellent extinguishing properties. Rosenbauer's smallest standard pressure pump, the N10, has a delivery rate of up to 1,800 l/min. Our most powerful unit, the new N130, delivers over 13,000 l/min at 10 bar.

With the NH series, Rosenbauer also offers truck-mounted fire pumps with an integrated high-pressure stage. These operate at four times the pressure (40 bar) of standard pressure pumps,

finely atomizing the extinguishing water and greatly increasing the surface area of the water. This means it can penetrate deeply into the burning material, which in turn optimizes its extinguishing effect. The high-pressure pumps are efficient at fighting fires. They also minimize consequential damage caused by firefighting operations, because there is less contaminated water that can damage the fabric of the building. In 2019, 33% of all the pumps Rosenbauer produced were supplied with a high or ultra-high pressure option. → 303-1

Waste of Rosenbauer Group → 306-2	2019	2018	2017
Total			
t	3,450.0	3,668.1	5,199.2
kg per prod. hour	1.0	1.1	1.8
Hazardous waste			
t	178.3	160.2	193.1
kg per prod. hour	0.05	0.05	0.1
Recyclable waste*			
t	2,966.9	3,197.8	4,614.3
kg per prod. hour	0.9	1.0	1.6
Residual waste			
t	304.8	310.0	391.8
kg per prod. hour	0.1	0.1	0.1

* Used material, non-hazardous waste without residual waste

Waste

The volume of waste produced by the Rosenbauer Group in 2019 was 3,450 t (1 kg per productive hour). Of this amount, 5.2% of waste was hazardous, such as paints, solvents, batteries and used oil. Residual waste for disposal accounted for 8.8% of the total. All other used materials and waste were recycled. Specifi-

cally, this included aluminum, steel, recyclable plastics and cable residues, wood, glass, cardboard and paper. The figures are partly based on estimates, as not all locations keep detailed records. For waste disposal, Rosenbauer recycles as a matter of course and relies on local conditions and suppliers at all locations.

→ 306-2

The highest volume of waste, at 768.6 t, was generated at Leonding plant I, which is also the site of the Group’s largest logistics center. Waste at this location was significantly reduced in 2019. Waste collection islands are distributed over the entire site at every location and arranged so as to accurately separate the waste and residual materials accumulating in each area. Final disposal is carried out by authorized specialists. The maxim for all employees is “prevention rather than separation, separation rather than recycling, and recycling rather than disposal”. A specific measure implemented at the service location in France and a production location in Germany, for example, was replacing disposable cloths for cleaning oil residue with reusable cloths washed by a cleaning service. → 306-2

In terms of paint, Rosenbauer set the goal of only using paints free of heavy metals. This goal was met in 2018, preventing harm to the environment and protecting employees’ health.

Noise emissions in Production

To protect people near production facilities from noise, new buildings and conversions are equipped with noise barriers, and noisy tests are performed in enclosed, soundproofed factory spaces. At production locations with direct neighbors, it is determined systematically how and to what extent they are disturbed by noise at Rosenbauer. There was only one complaint in the reporting year. Rosenbauer has maintained regular contact with neighbors in Leonding for decades.

SUPPLIERS’ ENVIRONMENTAL MANAGEMENT

On-time production supply is a particular challenge due to the strong increase in procurement volume and the high number of outsourced parts. The quality of the supplier base is therefore a critical success factor and crucial for close, cooperative partnership. Suppliers are selected according to strict criteria, fully equipped for their tasks, and regularly assessed.

Where core products for equipment – such as protective clothing and shoes – are concerned, Rosenbauer consciously works with manufacturers in Europe in order to better monitor quality and working conditions at the production facilities. All helmet production takes place in Austria.

With production on three continents, Rosenbauer generates regional added value around the world. The goal of working with local suppliers and partners is to safeguard jobs in the regions concerned and to promote local economic development through wages, investment, purchases and taxes.

Rosenbauer also includes its suppliers in its environmental management. In this regard, the focus is on reducing packaging material and waste, for example with reusable transport racks instead of disposable cardboard boxes.

Many of the environmental impacts of Rosenbauer’s business activities stem from the upstream supply chain processes, the mining of raw materials and their processing in the metal and plastics industries. Consequently, Rosenbauer examined all its key suppliers for how they ensure environmental protection and embed this in their organizations. On the one hand, this insight into its suppliers’ manufacturing facilities provides Rosenbauer with an understanding of environmental impact in its supply chain and, on the other hand, initiates an awareness-raising process on this very topic. → 308-1

Suppliers of Rosenbauer group with certificates (in %)

→ 308-1, 414-1

	2019	2018	2017
Suppliers with Code of Conduct	71.7	66.3	65.2
Suppliers ISO 9001	58.9	57.8	57.9
Suppliers ISO 14001	20.6	20.1	20.2
Suppliers ISO 50001	7.0	7.3	7.6
Suppliers ISO 45001	7.1	7.5	7.4

Appendix

Material topics at Rosenbauer → 102-46, 102-47, 103-1

Area of activity	Material Topics	Material for ...			Goals	Reference to NaDiVeG
		Rosenbauer business processes	Customers/ Society	Supply chain		
Corporate Governance & Compliance	Business ethics and compliance	x	x	x	No violations or incidents	human rights, fighting corruption and bribery
	Data protection	x	x	x	Compliance with data protection requirements	social issues
Employees	Employee satisfaction, turnover, work-life balance	x			Create a working environment that motivates the employees to innovate; acquire and keep well-educated and ambitious employees	employees
	Diversity and equal opportunity	x			Increase headcounts of women by 25% by 2023 compared to 2018	employees
	Occupational health and safety	x			Max. 30 accidents per one million working hours by 2023	employees
	Training and education	x			Maintain individual professional development and intensive training of apprentices	employees
	Health and safety of emergency services		x		Provide the best possible support to emergency services in their work	social issues
Products & Society	Technology and innovation				Sale of a firefighting vehicle of the future with hybrid drive by 2021	social issues, environment
	Vehicle reliability and longevity		x		Increase sales of training simulators each year and develop new simulators	social issues, environment
	Vehicle reliability and longevity		x		Increase service quality by improving technician training, maintain or increase quality	social issues
Environment & Resources	Resource consumption and waste in Production	x	x	x	An annual saving of 100,000 m ² of plastic film in helmet production	environment
	Energy consumption in Production	x			Reduce electricity use for lighting, green electricity share of 75% by 2021 and electricity generated on roofs in the amount of 5% of total demand until 2021	environment
	Energy consumption in Production				Reduce electricity use for lighting	environment
	Suppliers' environmental management			x	Promote economically responsible behavior of suppliers	environment

Certification	Location/plant
ISO 9001	Rosenbauer International (Leonding plants I and II, Neidling plant), Rosenbauer Austria (Leonding location, Neidling, Graz and Telfs branches), Rosenbauer Karlsruhe (Karlsruhe plant), Rosenbauer Germany (Luckenwalde plant), Rosenbauer Slovenia (Radgona plant), Rosenbauer Brandschutz (fire protection plant), G&S Brandschutz-technik (Mogendorf plant, SIC Gladbeck plant), Rosenbauer Rovereto (Rovereto plant), Rosenbauer Minnesota (Wyoming plant I, MN), Rosenbauer South Dakota (Lyons plant, SD), Rosenbauer Española (Madrid location), S.K. Rosenbauer (Singapore plant), Rosenbauer Saudi Arabia Ltd. (KAEC plant), Rosenbauer UK Ltd.
ISO 14001	Rosenbauer International (Leonding plants I and II, Neidling plant), Rosenbauer Austria (Leonding location, Neidling, Graz and Telfs branches), Rosenbauer Karlsruhe (Karlsruhe plant), Rosenbauer Germany (Luckenwalde plant), Rosenbauer Slovenia (Radgona plant), Rosenbauer Brandschutz (fire protection plant)), Rosenbauer UK Ltd.
ISO 50001	Rosenbauer International (Leonding plants I and II, Neidling plant), Rosenbauer Austria (Leonding location, Neidling, Graz and Telfs branches), Rosenbauer Karlsruhe (Karlsruhe plant), Rosenbauer Germany (Luckenwalde plant), Rosenbauer Brandschutz (fire protection plant)
ISO 45001	Rosenbauer International (Leonding plants I and II, Neidling plant), Rosenbauer Austria (Leonding location, Neidling, Graz and Telfs branches), Rosenbauer Karlsruhe (Karlsruhe plant), Rosenbauer Germany (Luckenwalde plant), Rosenbauer Slovenia (Radgona plant), Rosenbauer Brandschutz (fire protection plant)

Key sustainability figures of Rosenbauer International AG

Total employment by gender (headcount, per 12/31/2019) → 102-8

	All employees	Blue-collar workers	White-collar workers
Women	197	41	156
Men	1,233	815	418

Employees by contract → 102-8

Employees with collective labor agreements	1,394
Temporary employees (headcount)	274

Turnover of employees (in % and headcount) → 401-1

	New employees	Departures
Total	13.4% 191	6.2% 89
Women	18.3% 36	12.2% 24
Men	12.6% 155	5.3% 65
< 30 years	22.2% 101	6.4% 29
30-50 years	11.4% 78	7.1% 49
> 50 years	4.1% 12	3.8% 11

Part-time employees (in % and headcount) → 102-8

	All employees	Blue-collar workers	White-collar workers
Total	8.2% 117	6.0% 51	11.5% 66
Women	32.5% 64	29.3% 12	33.3% 52
Men	4.3% 53	4.8% 39	3.4% 14

Employees by age group (headcount) → 405-1

	All employees	Blue-collar workers	White-collar workers
< 30 years	454	306	148
30-50 years	686	361	325
> 50 years	290	189	101

Hours of training per headcount → 404-1

	All employees	Women	Men	Blue-collar workers	White-collar workers
	13	12.7	13.1	5.9	9.7

Accident statistics → 403-2

	Total	Sick leave of up to 3 days	Sick leave of over 3 days	Accidents per 1 million working hours	Lost hours rate*
	75	31	44	46.5	0.1%

* Lost hours related to total working time in hours, without road accidents to and from work, incl. minor injuries without medical treatment

Average sick days → 403-2	All employees	Women	Men	Blue-collar workers	White-collar workers
	9.4	8.6	9.5	11.7	6

Energy consumption → 302-1	Total*	Electricity	Heating	Fuels
MWh	24,125.03	7,566.00	11,642.53	4,916.50
kWh per prod. hour	19.8	6.2	9.5	4.1

* Sources of conversion factors: Austrian Federal Ministry for Sustainability and Tourism (Energy Efficiency Act) and Austrian Federal Environmental Agency (GEMIS 4.94)

Greenhouse gas emissions (in t CO₂eq) → 305-1, 305-2	Market-based	Country-based
Total Scope 1 + Scope 2	3,613	5,440
Direct greenhouse gas emissions (Scope 1)	3,211	3,211
Indirect energy-related emissions (Scope 2 resulting from the use of district heating and electricity)	402	2,228

Water consumption* → 303-3	Total	Municipal	Wells
m ³	63,937.3	17,896.3	46,041.0
Liters per prod. hour	52.4	14.7	37.7

* Water consumption according to meter reading and billing

Waste → 306-2	Total	Hazardous waste	Recyclable waste*	Residual waste
t	1,546.63	120.86	1,238.65	187.12
kg per prod. hour	1.3	0.1	1	0.2

* Used material, non-hazardous waste without residual waste

Suppliers with certificates (in %) → 308-1, 414-1	
Suppliers with Code of Conduct	70.7
Suppliers ISO 9001	60.9
Suppliers ISO 14001	25.6
Suppliers ISO 50001	9.6
Suppliers ISO 45001	7.6

Complaints of residents	
Complaints because of noise	1

Financial data see 2019 Annual Financial Report page 147 et seq.

GRI Content Index → 102-55

This report is based on the GRI Standards.

GRI Standard No.	GRI Standard Title	No.	Indicator Name	Report Page	Comments and/or Omissions
GRI 101: Foundation 2016					
GRI 102: General Disclosures 2016					
Organizational profile					
GRI 102	General Disclosures	102-1	Name of the organization	U2	
GRI 102	General Disclosures	102-2	Activities, brands, products, and services	4 et seq., 32	
GRI 102	General Disclosures	102-3	Location of headquarters	U2	
GRI 102	General Disclosures	102-4	Location of operations	6, Annual Report 2019 p. 133 et seq.	
GRI 102	General Disclosures	102-5	Ownership and legal form	Annual Report 2019 p. 32, 80	
GRI 102	General Disclosures	102-6	Markets served	6	
GRI 102	General Disclosures	102-7	Scale of the organization	U2, 4, 6, 24	
GRI 102	General Disclosures	102-8	Information on employees and other workers	24 et seq., 46	Most of Rosenbauer's contracts are permanent employment contracts.
GRI 102	General Disclosures	102-9	Supply chain	8, 20, 34	
GRI 102	General Disclosures	102-10	Significant changes to the organization and its supply chain		There were no significant changes during the reporting period.
GRI 102	General Disclosures	102-11	Precautionary Principle or approach	16, Annual Report 2019 p. 54 et seq., 120 et seq.	As part of our ISO 14001 environmental management system certification we are committed to preventive environmental protection. www.klimabuendnis.at/rosenbauer-international-ag-standort-leonding
GRI 102	General Disclosures	102-12	External initiatives	19, 26	
GRI 102	General Disclosures	102-13	Membership of associations	13, http://bit.ly/2HQLt4b	
Strategy					
GRI 102	General Disclosures	102-14	Statement from senior decision-maker	3	
GRI 102	General Disclosures	102-15	Key impacts, risks, and opportunities	16, Annual Report 2019 p. 54 et seq., 120 et seq.	

GRI Standard No.	GRI Standard Title	No.	Indicator Name	Report Page	Comments and/or Omissions
Ethics and integrity					
GRI 102	General Disclosures	102-16	Ethics: values, principles, standards, and norms of behavior	7, 16, 19	
Corporate Governance					
GRI 102	General Disclosures	102-18	Governance structure	16, Annual Report 2019 p. 24 et seq.	The Executive Board is responsible for corporate sustainability management and was heavily involved in developing the materiality analysis and sustainability strategy. It also provides resources to implement these Group-wide. Other management representatives were also involved in both. In line with its statutory obligations (Austrian Sustainability and Diversity Improvement Act), the Supervisory Board is responsible for approving Rosenbauer's non-financial report and providing progress reports on sustainable development at Rosenbauer at the Annual General Meeting.
Stakeholder Engagement					
GRI 102	General Disclosures	102-40	List of stakeholder groups	13	
GRI 102	General Disclosures	102-41	Collective bargaining agreements	24	
GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders	13	
GRI 102	General Disclosures	102-43	Approach to stakeholder engagement	13	
GRI 102	General Disclosures	102-44	Key topics and concerns raised	11	
Reporting Practice					
GRI 102	General Disclosures	102-45	Entities included in the consolidated financial statements	1	
GRI 102	General Disclosures	102-46	Defining report content and topic Boundaries	1, 11, 44	
GRI 102	General Disclosures	102-47	List of material topics	44	
GRI 102	General Disclosures	102-48	Restatements of information		None
GRI 102	General Disclosures	102-49	Changes in reporting		No significant changes.
GRI 102	General Disclosures	102-50	Reporting period	1	
GRI 102	General Disclosures	102-51	Date of most recent report	1	

GRI Standard No.	GRI Standard Title	No.	Indicator Name	Report Page	Comments and/or Omissions
GRI 102	General Disclosures	102-52	Reporting cycle	1	
GRI 102	General Disclosures	102-53	Contact point for questions regarding the report	56	
GRI 102	General Disclosures	102-54	Claims of reporting in accordance with the GRI Standards	1	
GRI 102	General Disclosures	102-55	GRI content index	48 et seq.	
GRI 102	General Disclosures	102-56	External assurance	1	

Material Topics 2019

GRI 205: Anti-corruption 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	18, 44	
GRI 103	Management Approach	103-2	The management approach and its components	18	
GRI 103	Management Approach	103-3	Evaluation of the management approach	18	
GRI 205	Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	19	

GRI 301: Materials 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	34, 44	
GRI 103	Management Approach	103-2	The management approach and its components	34	
GRI 103	Management Approach	103-3	Evaluation of the management approach	34	
GRI 301	Materials	301-1	Materials used by weight or volume	34	No weights or volumes and not split into renewables and non-renewables as the figures do not currently exist in this form. Completion up to 2022 reporting year.

GRI 302: Energy 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	38, 44	
GRI 103	Management Approach	103-2	The management approach and its components	38	
GRI 103	Management Approach	103-3	Evaluation of the management approach	38	
GRI 302	Energy	302-1	Energy consumption within the organization	40, 44	

GRI Standard No.	GRI Standard Title	No.	Indicator Name	Report Page	Comments and/or Omissions
GRI 303: Water and Effluents 2018					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	38, 44	
GRI 103	Management Approach	103-2	The management approach and its components	38	
GRI 103	Management Approach	103-3	Evaluation of the management approach	38	
GRI 303	Water	303-1	Water withdrawal by source	41 et seq.	
GRI 303	Water	303-2	Management of water discharge-related impacts	36, 41	
GRI 303	Water	303-3	Water withdrawal	42, 47	
GRI 305: Emissions 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	38, 44	
GRI 103	Management Approach	103-2	The management approach and its components	38	
GRI 103	Management Approach	103-3	Evaluation of the management approach	38	
GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions	40 et seq., 47	
GRI 305	Emissions	305-2	Energy indirect (Scope 2) GHG emissions	38, 41, 47	
GRI 306: Effluents and Waste 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	38, 44	
GRI 103	Management Approach	103-2	The management approach and its components	38	
GRI 103	Management Approach	103-3	Evaluation of the management approach	38	
GRI 306	Effluents and Waste	306-2	Waste by type and disposal method	42 et seq., 47	Split hazardous/non-hazardous waste by disposal method; completion up to 2020 reporting year
GRI 307: Environmental Compliance 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	18, 44	
GRI 103	Management Approach	103-2	The management approach and its components	18	
GRI 103	Management Approach	103-3	Evaluation of the management approach	18	
GRI 307	Environmental Compliance	307-1	Non-compliance with environmental laws and regulations		We are not aware of any incidences of non-compliance with environmental laws and regulations in the reporting year.

GRI Standard No.	GRI Standard Title	No.	Indicator Name	Report Page	Comments and/or Omissions
GRI 308: Supplier Environmental Assessment 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	38, 44	
GRI 103	Management Approach	103-2	The management approach and its components	38	
GRI 103	Management Approach	103-3	Evaluation of the management approach	38	
GRI 308	Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	43, 47	Percentage of new suppliers, completion up to 2020 reporting year
GRI 401: Employment 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	22, 44	
GRI 103	Management Approach	103-2	The management approach and its components	22	
GRI 103	Management Approach	103-3	Evaluation of the management approach	22	
GRI 401	Employment	401-1	New employee hires and employee turnover	24, 46	
GRI 403: Occupational Health and Safety 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	28, 44	
GRI 103	Management Approach	103-2	The management approach and its components	28	
GRI 103	Management Approach	103-3	Evaluation of the management approach	28	
GRI 403	Occupational Health and Safety	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	29 et seq., 46	Not split by gender, since from 2020 will be reported according to GRI 403 2018; absentees given in hours not days. No work-related illnesses known in 2019
GRI 404: Training and Education 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	27, 44	
GRI 103	Management Approach	103-2	The management approach and its components	27	
GRI 103	Management Approach	103-3	Evaluation of the management approach	27	
GRI 404	Training and Education	404-1	Average hours of training per year per employee	28, 46	

GRI Standard No.	GRI Standard Title	No.	Indicator Name	Report Page	Comments and/or Omissions
GRI 405: Diversity and Equal Opportunity 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	26, 44	
GRI 103	Management Approach	103-2	The management approach and its components	26	
GRI 103	Management Approach	103-3	Evaluation of the management approach	26	
GRI 405	Diversity and Equal opportunity	405-1	Diversity of governance bodies and employees	26 et seq., 46 Annual Report 2019 p. 31	
GRI 406: Non-discrimination 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	26, 44	
GRI 103	Management Approach	103-2	The management approach and its components	26	
GRI 103	Management Approach	103-3	Evaluation of the management approach	26	
GRI 406	Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	27	
GRI 408: Child Labor 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	18, 44	
GRI 103	Management Approach	103-2	The management approach and its components	18	
GRI 103	Management Approach	103-3	Evaluation of the management approach	18	
GRI 408	Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor		Rosenbauer currently has no operations or suppliers at significant risk for incidents of child labor.
GRI 409: Forced or Compulsory Labor 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	18, 44	
GRI 103	Management Approach	103-2	The management approach and its components	18	
GRI 103	Management Approach	103-3	Evaluation of the management approach	18	
GRI 409	Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor		Rosenbauer currently has no operations or suppliers at significant risk for incidents of forced or compulsory labor.

GRI Standard No.	GRI Standard Title	No.	Indicator Name	Report Page	Comments and/or Omissions
GRI 414: Supplier Social Assessment 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	18, 44	
GRI 103	Management Approach	103-2	The management approach and its components	18	
GRI 103	Management Approach	103-3	Evaluation of the management approach	18	
GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	20, 43, 47	Percentage of new suppliers: completion up to 2020 reporting year
GRI 416: Customer Health and Safety 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	32, 33 et seq., 44	
GRI 103	Management Approach	103-2	The management approach and its components	32, 33 et seq.	
GRI 103	Management Approach	103-3	Evaluation of the management approach	32, 33 et seq.	
GRI 416	Customer Health and Safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		We are not aware of any incidents of non-compliance during the reporting period.
GRI 418: Customer Privacy 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	18, 44	
GRI 103	Management Approach	103-2	The management approach and its components	18	
GRI 103	Management Approach	103-3	Evaluation of the management approach	18	
GRI 418	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	20	
GRI 419: Socioeconomic Compliance 2016					
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	18, 44	
GRI 103	Management Approach	103-2	The management approach and its components	18	
GRI 103	Management Approach	103-3	Evaluation of the management approach	18	
GRI 419	Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	19	No relevant penalties in 2019.

GRI Standard No.	GRI Standard Title	No.	Indicator Name	Report Page	Comments and/or Omissions
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Not covered by GRI: Technology and innovation

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	32, 35, 44	
GRI 103	Management Approach	103-2	The management approach and its components	32, 35	
GRI 103	Management Approach	103-3	Evaluation of the management approach	32, 35	

Not covered by GRI: Vehicle reliability and longevity

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	32, 34, 44	
GRI 103	Management Approach	103-2	The management approach and its components	32, 34	
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Minimal arithmetical differences may arise from the application of commercial rounding to individual items and percentages in the Rosenbauer Annual Report. The English translation of the Rosenbauer Sustainability Report is for convenience. Only the German text is binding.

Key Figures 2019

ECONOMY



Net revenues in the 2019 financial year

EUR **978** million

Delivered vehicles 2019

2,078

Research and development expenditure

EUR **20.2** million

SOCIETY



Number of employees

3,828

Workplace accidents per 1 million working hours

63.2 2023 target: 30

Signatories to the Rosenbauer Supplier Code of Conduct

71.7%

ENVIRONMENT



Water consumption per prod. hour

25.8 liters

Share of total energy usage
supplied by green electricity

65.6%

2021 target: 75%

Energy usage per prod. hour

19.3 kWh

