



## Sustainability at KD

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# Sustainability at KD

## Our sustainability management

We live in a time when sustainability has become a key concern for companies worldwide. We recognise the urgent need to shape our business practices in a sustainable way in order to meet the challenges presented by environmental problems, social inequality and ethical issues. As Köln-Düsseldorfer Deutsche Rheinschiffahrt GmbH, we therefore give great importance to holistic sustainability management. This means that we integrate environmental, social and ethical aspects into our corporate strategy and management in order to create long-term added value for us as a company, for society and for the environment. Our efforts go beyond minimising ecological footprints and aim to create value that goes beyond purely financial indicators.

Overall responsibility for sustainability management lies with the Management Board. In the 2023 financial year, we carried out a materiality analysis in accordance with the European Sustainability Reporting Standards (ESRS) for the first time. We have developed our sustainability strategy based on these topics up to 2030. Regular meetings of our ESG Committee (Environment, Social, Governance), which is headed by the Human Resource department, ensure proper management of our sustainability topics. The ESG Committee consults with the Management Board and manages the issues strategically. It consists of selected managers from our departments with the needed connection to the sustainability topics. In this constellation, those responsible promote their respective sustainability topics and discuss the status of strategy implementation. Decisions are in turn implemented by the department heads. Operational responsibility for ESG topics is borne by the respective departments themselves.

## Our material topics

In 2023, we conducted a comprehensive materiality analysis in accordance with the requirements of the EU Corporate Sustainability Reporting Directive (CSRD) in order to identify the sustainability issues that are particularly relevant to Köln-Düsseldorfer Deutsche Rheinschiffahrt GmbH and its stakeholders. The materiality analysis is reviewed at regular intervals to ensure that it is up to date and adjusted if necessary. The findings form the basis for both the sustainability strategy and sustainability reporting.

Two perspectives were considered in the analysis: On the one hand, positive and negative effects of our corporate activities on the environment, society and the economy are assessed. On the other hand, risks and opportunities that could have a negative or positive financial impact on our company are analysed.

A stakeholder survey formed the the basis for identifying impacts, risks and opportunities. Our employees, suppliers, business partners and banks, among others, were invited to take part in the survey. The aim was to identify key sustainability issues along the entire value chain, review the relevance of sustainability issues and assess our current sustainability performance.

With the involvement of these stakeholders, the following environmental (E), social (S) and governance (G) topics were identified as material in the course of the materiality analysis:

## Dialogue with our stakeholders

Transparency and regular communication are at the forefront of our dialogue with our stakeholders. We keep our stakeholders up to date regularly via various channels such as our website, social media platforms, an online magazine, newsletters and press releases. We provide information and post daily on our social media channels, while we inform our guests monthly and our business partners quarterly via the newsletter. Ship traffic status reports are also updated daily on our website.

We place a special focus on bilateral dialogue with residents' initiatives, in particular through the traditional season-opening trip on the Middle Rhine, which is also attended by representatives from tourism and politics from the surrounding towns and municipalities. In addition to planned events, there are also networking events that enable spontaneous discussions and dialogue with local residents. Of particular interest are topics such as KD's product portfolio, noise emissions and visions for the future.

## Our sustainability strategy

We actively pursue a comprehensive sustainability strategy that aims to take into account the environmental, social and economic aspects of our business activities. Building on our material topics, in the financial year 2023 we have defined clear targets up to the year 2030 in order to minimise our environmental impact and make a positive social and societal contribution.

In order to achieve our goals, we are taking an action-based approach. In the environmental area, this includes the continuous modernisation of our ships in order to integrate energy-efficient drive systems and minimise fuel consumption. In the social area, for example, we are introducing an employee survey, which we carry out every two years in order to know the needs of our employees and act accordingly. As our values are not only binding for us, but also for our business partners, we have compiled a Supplier Code of Conduct. This includes the values we act upon and is attached to every contract.

In order to measure the success of our sustainability strategy, we have defined meaningful key performance indicators (KPIs). These include not only environmental aspects, such as the CO2 footprint and particulate emissions, but also take social and societal factors into account. We use these KPIs to ensure that our sustainability goals are in line with the highest standards. In this way, we are not only focusing on a sustainable future for our fleet, but are also supporting to develop inland shipping as a whole into a more responsible and CO2efficient sector.

We believe that the course for tomorrow - towards more sustainable tourism - must be set today. Our sustainability strategy makes KD's actions in the area of sustainability even more transparent for our stakeholders. The following table shows an excerpt from our sustainability strategy, displaying specific goals KD has set itself in each sub-chapter on the sustainability topics.

## Our contribution to the SDGs

In 2015, the United Nations launched 17 Sustainable Development Goals (SDGs) to achieve an environmentally friendly and socially just world by 2030.<sup>1</sup> These goals provide a guide for companies, governments and society to tackle global challenges. We are committed to integrating these goals into our daily actions. The following is a list of measures - broken down by our key topics - with which we are already contributing to the various SDGs at sub-target level.



**Environment:** We are actively committed to achieving the SDGs through targeted measures in the area of energy and emissions (SDGs 7 and 9). This includes continuous investment in the expansion of our shore-side

<sup>1</sup> <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

power infrastructure with the aim of reducing emissions. Similar to our office buildings, our fleet is supplied with green electricity via our shore-side power supply. In addition, the photovoltaic systems on our office building generate valuable electricity from renewable energy. These measures not only help us to achieve renewable energy targets, but also optimise our own energy consumption.

In the area of biodiversity and ecosystems, we contribute to SDGs 3, 6, 12 and 14 by implementing sustainable practices that preserve the diversity of river ecosystems. This includes preventing accidents, optimising the collection of water data, avoiding products and packaging containing plastic and offering more vegetarian and vegan dishes.

With the intended hybridization of our fleet, we are constantly working to minimise air pollution and contribute to SDGs 3, 7, 9, 11 and 13. In this way, we are actively promoting a more sustainable shipping.



**Social:** Our employees are our most important resource. We are therefore committed to the well-being and health of our employees. In the area of customer relations and loyalty, we focus on internal and external communication of our sustainability endeavours. By raising awareness in this way, we are contributing to SDG 12 (Sustainable Consumption and Production). Transparent communication and sustainable business practices not only strengthen the trust of our guests, but also promote sustainable consumer behaviour. In addition to our commitment to fair working conditions (SDGs 3 and 8), we actively promote the health of our employees and invest in training and development programmes (SDG 4) to support them in their professional development. We are committed to diversity, inclusion and equal opportunities (SDGs 4, 5, 8, 10) through an inclusive corporate culture. In particular, we want to increase the proportion of women in our trainee programme. To make KD even more inclusive, we are constantly working on making our ships easily accessible. By promoting sustainable tourism and local and regional cooperation, we create jobs, strengthen the local community and promote regional products (SDG 8).



**Governance:** Our corporate philosophy is based on strict compliance. It forms the basis of our business activities. We emphasise ethical standards and transparent business practices to ensure responsible corporate governance. In order to communicate and enforce this endeavour, we have set ourselves clear rules of conduct, for example with an anti-corruption guideline as well as the Code of Conduct. Through these guidelines, we have positioned ourselves in line with our values, which we expect both our employees and our suppliers to uphold. Nevertheless, a comprehensive whistleblowing systems helps us in case of suspicion of compliance violations making sure appropriate measures can be initiated. In this way, we support the goal of peace, justice and strong institutions.

In addition, we are actively contributing to SDG 8 by establishing an ESG strategy and ESG management. A more sustainable business model (SDGs 8 and 13) is the key to our strategic direction, enabling us to act in a way that is not only environmentally but also economically sustainable. This also includes promoting regional and responsible procurement. We work closely with our suppliers who share our values and thus contribute to a sustainable supply chain (SDG 12). The key criteria for sustainable procurement are set out in our purchasing guidelines.



## Environment

The inland waterway tourism industry faces the challenge of improving its environmental footprint. Monitoring our environmental impact is crucial in order to take targeted reduction measures. The rivers and

waterways we navigate are valuable natural resources, thus we are committed to promoting sustainable practices. Our focus is on implementing environmentally responsible measures to promote sustainable development in inland waterway tourism and maintain environmental integrity. In this context, we have set ourselves ambitious goals in the following three key areas. The creation of a centralised environmental management system will help us to develop overarching solutions as well as processes and to systematically track and manage the targets by means of environmental indicators.

## Energy and emissions

Köln-Düsseldorfer Deutsche Rheinschiffahrt GmbH is a pioneer in the field of sustainable inland shipping. In addition to using state-of-the-art propulsion technologies and green shore power, we are planning to gradually hybridise our vessels in the future. Some of our ships have already been certified with the Green Award. Next to the procurement of green electricity, we are continuously electrifying our vehicle fleet. These measures enable us to minimise our energy consumption and contribute to a significant emission reduction. Our initiatives emphasise our commitment to future-oriented and environmentally friendly inland shipping.

### Green Award - a special honour for our ships

The Green Award certificate is an internationally recognised distinction awarded by the Green Award Foundation to ship owners who are committed to sustainable shipping above and beyond the legal requirements. The environmental performance of ships is assessed on the basis of a series of criteria in the areas of energy efficiency, emissions reduction, waste and safety. Currently, one third of our event vessels has been honoured with the Green Award Gold and Silver. Further vessels are to fulfil the environmental standards in the coming years in order to be considered for certification. To this end, we are in close contact with our partners and suppliers in order to take the Green Award certification requirements directly into account when refurbishing the vessels.

### Sustainable energy supply

An integral part of our strategy is the efficient use of energy and the gradual switch to renewable energy sources. The introduction of a centralised energy management system for our fleet and offices will help us to develop overarching measures. The focus lies on the use of modern drive systems and the hybridisation of our ships in order to minimise the use of fossil fuels in shipping operations.

We currently use either heating oil or green shore power to supply our fleet with energy during lay times at our moorings. Together with our experienced cooperation partner RheinWerke GmbH, we are pushing ahead with the continuous expansion of the shore power supply in order to fully supply the fleet with green shore power during lay times by 2025. In collaboration with RheinWerke GmbH, we are planning to develop further shore power connections on rivers and canals along the inland waterways we travel on in Germany. One example of our endeavours is the reorganization of the power supply for our winter port. The diesel generators for the power supply have become superfluous thanks to the replacement of the diesel generators with a 3 MW shore power system with 32 connection points.

In principle, the entire fleet has been prepared to be supplied with shore power during lay times without events. With the exception of our ship MS Jan von Werth, all of our ships at the Cologne and Dusseldorf locations have Powerlock connections, thus using green shore power during lay times when events are taking place. The ships at other locations, such as the MS Asbach on the Middle Rhine, are to be adapted from 2025 so that shore power can also be used during evening events in Koblenz. There are also plans to set up a reporting system for recording energy data.

The effect of the shore power supply and thus the switch from fossil fuels to green electricity is enormous and makes an effective contribution to the goal of climate neutrality in Germany by 2045. The switch will save up to 1.250 tonnes of carbon dioxide every year. In addition, emissions of air pollutants and noise emissions will be significantly reduced.

Heating oil and electricity are used to supply electricity and heat to our harbour buildings at Niehler Hafen. Our ticket offices are supplied exclusively with electricity and district heating. We also plan to switch completely to green electricity for these buildings and ticket offices by 2025. We are also focussing on

using available roof and open spaces to generate renewable energy. For example, the roof areas at Niehler Hafen are being used to operate a photovoltaic system with an output of 150 kW. There are also plans to utilise the water areas of the winter harbour for a floating photovoltaic system with an output of 1 MW.

Efficient utilisation of the energy used include the use of waste heat, e.g. for water heating or air conditioning. At present, our ship MS RheinGalaxie is already equipped with the necessary technology to utilise waste heat. In the future, this aspect will be considered when new ships are added to our fleet.

Energy source	Consumption data		
	2022	2023	2024
Electricity (in MWh)	8.950	11.580	9.720
Heating oil (in litres)	31.530	61.952	83.186

**Table 1:** Consumption data for 2022, 2023 and 2024 for the energy sources heating oil and electricity. Electricity consumption includes the ship fleet and the buildings/ticket offices.

### KD as a pioneer in shore-side power supply

Electricity and heat are needed during lay times, for example to ensure the operation of refrigerators and freezers as well as lighting and air conditioning systems or to maintain the heat supply on the ship. Usually, electricity and heat are generated by diesel generators during lay times.

Shore power offers a more environmentally friendly alternative. The necessary adjustments to our ships and the charging options at the power facilities in the harbour or jettison landing stages make it possible to switch to green electricity from the shore power grid during lay times instead of using the on-board diesel generators. The ship's diesel engine is no longer required for the duration of the entire lay time, which reduces greenhouse gas emissions. This makes a decisive contribution to reducing environmental pollution in harbour areas.

Together with RheinWerke GmbH, KD is a pioneer in shore power supply. Another electrified land bridge was put into operation at Burgplatz in Dusseldorf at the beginning of 2024. The two companies have already been able to equip five landing stages with the necessary technology this year as part of their cooperation.

At the beginning of 2024, excursion and hotel ships will be able to be supplied with green electricity from land during their lay times and switch off their diesel generators. This will prevent air pollutants such as particulate matter, nitrogen and sulphur oxides as well as CO2 emissions. Not to forget the resulting reduction in noise pollution.

The effect of the electrification of landing stages is quite remarkable. Up to 1,250 tonnes of CO2 emissions can be avoided every year by switching to the supply with green electricity. The air pollutant nitrogen dioxide is also a relevant factor. According to the current Clean Air Plan for Dusseldorf from 2019, shipping traffic accounts for between seven and twelve per cent of emissions. Although the lion's share is accounted for by freight and tanker shipping, the installation and use of shore-side power supply is nevertheless making an effective contribution to reducing some of these emissions and bringing Dusseldorf closer to the goal of becoming a climate-neutral city by 2035.

In the coming years, we intend to work with RheinWerke GmbH to install and operate further shore power connections along the inland waterways we use in Germany. Thanks to its many years of experience, RheinWerke GmbH, which combines the expertise of Kölner RheinEnergie AG and Stadtwerke Düsseldorf AG, is an ideal co-operation partner for achieving our goals.

### Reducing our emissions

We are pursuing the goal of significantly reducing our direct Scope 1 emissions by expanding our shore power infrastructure, purchasing green electricity, using state-of-the-art drive technologies, pushing the hybridisation and utilising the renewable energy potential available to us. The Scope 1 emissions result on the one hand from the combustion of heating oil for the heat supply of our buildings at Niehler Hafen and on the other hand from the combustion of diesel for the operation of our fleet of ships and vehicles. In this context, our vehicle fleet is also to be gradually hybridised or electrified. Currently, 41% of our vehicle fleet are hybrid vehicles, 18% are electric vehicles and 41% are diesel vehicles. Depending on their use case, we will only

include hybrid or electric vehicles in our vehicle fleet in future in order to further minimise our Scope 1 emissions.

In light of our aim to calculate our greenhouse gas inventory in accordance with recognised accounting standards, we are also taking a close look at the sources of our indirect Scope 2 and Scope 3 emissions. Our indirect Scope 2 emissions result from the purchase of electricity and district heating for our buildings at Niehler Hafen and ticket offices as well as from the purchase of shore-side electricity for our fleet during lay times. The sources of our indirect emissions include waste and disposal as well as purchasing and catering on the ships. In these areas, we rely on targeted measures to minimise emissions. In addition to avoiding packaging materials and introducing recyclable alternatives, we offer our guests a wide selection of vegan and vegetarian dishes on our revamped menu. The vegan burger with a vegan patty from Beyond Meat deserves being mentioned here. By offering vegetarian and vegan dishes, we incentivise a healthy and sustainable diet with the positive side effect of reducing greenhouse gases - because not eating meat has considerable potential to reduce greenhouse gases.

## Biodiversity and ecosystems

Intact river ecosystems play a crucial role for inland navigation and tourism, and their importance extends far beyond their ecological functions. A rich biodiversity in the waters and on the riverbanks contributes significantly to maintaining the ecological balance. This in turn has a positive effect on water quality and therefore also on shipping traffic. The rivers and waterways we navigate are valuable natural resources that oblige us to implement sustainable measures.

## Waste & Recycling

On board our ships and in our offices, we are committed to an effective waste concept. As part of this, waste accumulated at the harbour, in the office and on board is carefully separated for efficient disposal and the conservation of resources. Specific measures are also implemented to reduce the volume of waste. These include avoiding single-use plastic and paper containers, purchasing microplastic-free products and switching to recyclable alternatives. We are in dialogue with our suppliers in order to minimise our environmental impact. Our suppliers are encouraged to reduce packaging materials and introduce the use of reusable packaging (e.g. delivery of vegetables in reusable crates).

The disposal and recycling of ship waste, including operating materials such as oil and grease as well as other waste such as metal and electronic scrap, is also ensured by certified disposal companies. Old devices such as tablets and mobile phones are sent to various organisations (e.g. BUND or Ukraine Hilfe) for recycling. In addition, the recycling of furniture and other useful items on board is also ensured by giving away or reusing functional furniture and disposing of items that are no longer needed properly.

## Water management

We attach great importance to maintaining high water quality in the rivers. The waste water on board is completely disposed of at the respective head/overnight stops via the sewerage connections installed there. We need the support of our passengers to fulfil our commitment to preserving river ecosystems. Initiatives to sensitise our guests to saving water on board and no-waste-to-water are being planned.

Projects such as that of the association K.R.A.K.E. e.V. (Kölner Rhein-Aufräum-Kommando-Einheit, Cologne Rhine Clean-up Command Unit) are intended to help sensibilise our passengers on the proper use and disposal of waste in order to avoid littering the Rhine. The "Rheinkrake" waste trap is a 10 x 5 metre steel pontoon. Between two floats are two catch baskets that are open in the opposite direction to the flow of the Rhine and ensure that objects such as champagne corks, plastic and glass bottles, lighters, building rubble, building foam, plastic footballs, tennis balls, flip-flop slippers, plastic film and countless plastic and polystyrene balls do not end up in the North Sea. The collected waste is documented and scientifically analysed. A long-term study is being carried out in cooperation with the University of Bonn. The results will be used to derive recommendations for action for politicians, administrators and civil society.

## Air quality

We rely on innovative technologies to reduce air pollution in inland shipping. We minimise emissions along our routes through the targeted use of filter technologies and exhaust gas aftertreatment systems. With the Green Award Gold-winning MS RheinGalaxie, we have a highly efficient ship. The MS RheinGalaxie is one of the few ships in the inland shipping industry equipped with the most modern engines currently on the market, which comply with the European Emission standard Euro 5 and contribute to improving air quality with a diesel particulate filter and an SCR catalytic converter for exhaust gas aftertreatment.

In addition, the ship is equipped with two Powerlock connections to shore power and can therefore be supplied with green power jettying lay times. Our commitment to expanding the use of green electricity in shore power supply and the hybridisation are decisive steps towards making a sustainable contribution to air quality. These ongoing measures reflect our commitment to cleaner and healthier air in inland shipping.

## Social issues

At KD, people are at the center. We bear a special responsibility for our employees, which is why we are always concerned about their well-being. We also attach great importance to ensuring that our guests feel comfortable on board, which is why we do everything we can to ensure the satisfaction and safety of our guests. As part of the community in which we operate, we also assume social responsibility and are actively committed to the well-being of the people in our neighbourhood. By working closely with local interest groups, we support social projects such as Rheinkrake e.V. and Rhine Clean up. Our social commitment also includes the promotion of education, culture, healthcare and social justice. In order to fulfil this aspiration, KD takes responsibility and has set itself ambitious goals in the following areas. Our overarching goal is to create positive added value for our guests, employees and society through meaningful measures.

## Customer relationship and loyalty

The relationship with our guests and their satisfaction on board is very important to us. In this context, we regularly conduct passenger surveys on board of our ships. We collect feedback on the passenger experience in the areas of service quality, comfort, cleanliness, catering and recommendations. If you have any suggestions, you can also contact us directly by email (info@k-d.com). The insights gained are not only used to identify current development potential, but also to respond specifically to the wishes of our guests.

Responsibility for customer relations and loyalty is not the sole responsibility of a specific department, but is firmly anchored in all departments with direct customer contact. This holistic approach enables each department to actively contribute to maintaining customer relationships, thereby ensuring consistent service quality. Any evaluations and feedback is documented by the respective departments and passed on to management in order to ensure continuous improvements across the organisation.

Passenger safety is a key concern for us. All passengers on board should rightly feel safe during their stay on board. Accordingly, we conduct monthly briefings for the nautical-technical crew and on-board personnel, thus ensuring continuous training and sensitisation to safety aspects. This includes not only the applicable regulations, but also specific processes and emergency procedures. In addition, we create a comprehensive safety structure through regular safety checks and the display of safety data plans, which helps to ensure that our passengers feel that they are in good hands in every situation.

By providing barrier-free access to our ships, we are able to maintain customer relations with all our guests. A total of seven of our ships are barrier-free: MS Asbach, MS Godesburg, MS RheinGalaxie, MS RheinMagie (former MS RheinEnergie), MS RheinFantasie, MS RheinHarmonie (former MS Jan von Werth) and MS RheinVision (former MS Loreley). The ships MS Asbach and MS Godesburg were checked for accessibility by an external third party on the basis of recognised quality criteria and were awarded the nationwide "Travel for all" label. This assessment is valid until July 2025. This certification demonstrates our commitment to the needs of people with limited mobility. This measure goes beyond mere safety aspects and helps to ensure that the ships are accessible to a wider audience.

Overall, KD demonstrates a strong commitment to customer satisfaction and loyalty through its wide range of measures and activities. The combination of regular surveys, direct communication, accessibility and a holistic approach in all departments helps to build and consolidate a positive customer relationship in the long term.

## Working conditions

Our attractiveness as an employer is significantly enhanced by the good working conditions at KD. A positive working environment not only promotes employee satisfaction, but also contributes to the long-term retention of qualified specialists. Through clear structures and targeted support, we aim to create a working environment in which our employees feel comfortable and can develop their individual skill set to the full extent. The main operational responsibility here lies with the HR department and our managers. In addition to promoting open communication, they set clear expectations and support the professional development of our employees. This includes not only professional development, but also the creation of clear prospects and promotion opportunities within the company.

An important basis for good working conditions is appropriate remuneration for our employees. We are guided by the collective wage agreement for the hotel and catering industry to ensure fair salaries. All employees are paid above the standard pay scale. In this way, we want to emphasise our recognition of the work performed and our appreciation of our employees. Transparent and fair remuneration not only contributes to the financial security of our employees, but also strengthens trust and loyalty to the company.

From 1 August 2024, this principle will also be extended to KD trainees. This measure strengthens our commitment to the social security and professional development of junior staff and emphasises our appreciation of trainees as an integral part of the team.

## Employee health

The health of our employees is at the centre of our responsibility. Our HR department is responsible for occupational health management and, in particular, the implementation and development of occupational health measures for our employees.

We always provide the right protective equipment to safeguard our employees on board. An external safety expert is available to advise on occupational safety and support the implementation of appropriate measures. Annual occupational safety meetings are held to discuss general sources of danger and define preventative measures. These include first aid courses and training on fire safety, handling and use of cranes and industrial trucks. Annual inspections of the ships help to recognise potential sources of danger. The most important occupational safety topics are taught in the occupational safety training courses for shipboard personnel. First-aid kits and defibrillators are available on all ships to ensure immediate assistance in the event of an emergency. This holistic approach enables us to fulfil our responsibility for the health and safety of our employees in all areas of work.

We implement comprehensive measures to promote employee health in our offices. These include support for many initiatives, participation in health programmes or company runs as well as flexible working time models and offers for stress management. Our employees can also make use of the company doctor, who carries out health checks and helps to identify work-related health risks. Annual inspections of the office premises are carried out to identify potential sources of danger. Our employees receive training on health aspects such as the alignment of workstations, desk height, monitor positioning and sitting posture. First-aid kits and defibrillators are also available in all office buildings in the event of an emergency.

## Training and further education

Appropriate training and development of our employees is important to us. We offer a variety of training programmes to ensure that our workforce always has up-to-date specialist knowledge and that individual skills can be developed. These include internal training courses, external seminars and e-learning programmes conducted by internal experts, external trainers or certified instructors. Our employees can also complete other content independently via online learning platforms. Through targeted talent development, we promote individual skills and strengthen professional development.

Our aim is not only to develop the existing skills of our employees, but also to discover and promote new talents. Training needs are identified in close cooperation with the specialist departments. The HR department then draws up individual training plans that take into account both personal and organisational goals. We prioritise support: all employees are given the time and financial support they need to take part in the training courses. The content of the training courses ranges from personal development to professional qualifications, including specialist knowledge and personnel management. We invest around 40 hours or 5 days per employee per year in further training programmes.

We are also proud to offer apprenticeships in the fields of nautical science, catering and administration. Each training year offers space for 15 trainees in various professional fields such as cook, restaurant specialist, event technician, event clerk, bargeman, office management clerk and tourism and leisure clerk. In 2023, we successfully supervised three trainees. In order to continue to focus on qualified and practical training for our talented junior staff in the future, we will be offering our employees further training as certified trainers for the seven IHK training professions mentioned above from 2024. This year, 15 employees will already be certified. This means that we will have 20 certified trainers from next year onwards.

## Corporate culture

For us, corporate culture is characterised by trust, openness and teamwork. The development of a good management culture and the promotion of a feedback culture are at the centre of our efforts. We focus on targeted employee development, offer mentoring for young employees and strive for an improved work-life balance. These elements of our corporate culture reflect our commitment to a positive working atmosphere and individual employee development.

Our vision: KD is the first choice for unforgettable shipping experiences. Our almost 200-year history is testament to our commitment to providing outstanding experiences on the Rhine, Main and Moselle rivers. We combine breathtaking views, culinary delights and the best service to create unique moments that will stay with our guests for a lifetime.

Purpose: Our purpose is to connect people through unforgettable moments on the water and turn them into unique memories. We offer our guests breathtaking experiences and events on the water, accompanied by high-quality catering and the best service on board of our modern ships. We are actively committed to sustainability and the protection of our environment, taking responsibility for society and nature.

Our values: The cornerstones of our corporate culture are the values of hospitality, sustainability, respect, fun, innovation, uniqueness and passion. We warmly welcome every guest. We are committed to the environment and society in a sustainable manner, treat each other with respect, promote fun at work, strive for continuous innovation, value uniqueness and live a passionate dedication to first-class experiences on the water. These values are at the heart of our corporate philosophy and characterise our daily actions.

## A good work-life balance

For us, a good corporate culture also includes a good work-life balance. We understand the importance of balancing work and personal life and actively implement measures to make this possible. Through flexible and hybrid working models, we create space for the individual needs of our employees. Depending on the location, we enable flextime and trust-based working hours, while in the service and customer area fixed start and shift times are established. We recognise the diversity of our team members' life situations and offer both full-time and part-time employment. This approach allows our employees to balance their professional responsibilities with their personal lives, promoting a healthy and productive working environment.

## Diversity, inclusion and equal opportunities

We are actively committed to promoting diversity, inclusion and equal opportunities in the workplace. Our KD values and Code of Conduct raise awareness of diversity and promote an inclusive working environment. At KD, responsibility for these issues lies firmly in the hands of our dedicated HR department. We are proud of our diverse team of 244 employees at KD, 35% of whom work full-time and 65% of whom work seasonally, particularly in the catering industry. The mix of different working time models enables us to respond flexibly to the requirements of our industry.

We are also a diverse organisation, employing people from over 50 countries, including the Philippines, Germany, Bulgaria, Romania and Ukraine. This international diversity not only enriches our work culture, but also reflects the global perspectives that are crucial to our success. In KD Administration, which employs a total of 65 people, we place particular emphasis on gender equality, with 57% female and 43% male employees. The average age in this area is 41, and we value the different experiences and skills that each person brings to our team.

Our corporate culture is characterised by openness and inclusion, where everyone is given the same opportunities, regardless of gender, nationality or background. Access to a whistleblower system helps us to deal with cases of discrimination and ensure that every voice is heard. Equal pay is actively implemented in our organisation, with a focus on eliminating gender-based differences.

## Local co-operation

As KD, we rely on close collaboration and local co-operation. The construction of shore power supply systems is carried out in co-operation with operators of landing stages, energy suppliers, local authorities and their own operations, grid companies and service providers. This diverse co-operation enables us to provide an environmentally friendly shore power infrastructure for our ships and to work together on innovative solutions to reduce our environmental impact.

In the tourism sector, we maintain successful partnerships with cities, tourist information centres and higher-level marketing companies. These partnerships not only strengthen our own tourism offering, but also help to promote and strengthen local attractions and industries. We are also a member of numerous tourism associations and organisations, which enables us to play an active role in shaping and developing the industry. This diversity reflects our commitment to sustainable and community-orientated business practices.

## Support for local initiatives

As an integral part of our responsibility to the community, we are actively involved in supporting local initiatives that have a positive impact on our environment and quality of life. One of our favourite projects is our collaboration with Rheinkrake e.V. The Rheinkrake is a floating rubbish collection tank that collects rubbish in the Rhine before it ends up in the Wadden Sea nature reserve. Whether through targeted messages on our website, in social media or through ticket sponsorship - we are committed to supporting the important work of Rheinkrake e.V. in environmental protection and the preservation of the ecological diversity of the Rhine and the nature reserve.

Another important commitment that we will be supporting from 2024 is the Rhine Clean up initiative. In a clear commitment to environmental responsibility, our employees will actively collect rubbish in an assigned section of the Rhine. On this day, they will be released from work to help other volunteers to keep our lifeline, the Rhine, clean and protected. Our support for this initiative is based on our deep connection to this river, which serves as a habitat for unique flora and fauna. We consider the promotion of all efforts to improve water quality and raise awareness of environmental protection to be essential and worthwhile.

## Governance

KD assumes responsibility and evaluates its business decisions on the basis of careful consideration of economic, ecological and social aspects. In this context, the following fields of action were identified as part of the materiality analysis. Concrete, measurable targets and corresponding measures will make us more resilient to regulatory, environmental and social changes.

## Sustainable business model

We are determined to promote the sustainability of our business model. This includes the continuous development of a sustainable fleet and the expansion of shore power infrastructure to reduce greenhouse gas emissions. To assess our progress and efforts in the area of sustainability, we are currently undergoing a comprehensive ESG rating process. The integration of environmental responsibility and sustainable principles into operational processes reflects our deep commitment to responsible corporate governance.

## Compliance

We attach great importance to compliance and strict adherence to legal standards. The success of Köln-Düsseldorfer Deutsche Rheinschiffahrt GmbH depends on the actions of every individual in our company. We follow a clear code of conduct to ensure that all activities are in line with our values, applicable laws and regulations. Our employees undergo regular training to develop an in-depth understanding of compliance requirements and obligations. An internal whistleblower system encourages proactive reporting of possible violations of compliance guidelines, which contributes to a transparent and ethical corporate culture. We strengthen the compliance structures in sustainability management by assigning clear responsibilities along the key topics. This involves redefining responsibilities with regard to environmental, social and governance (ESG) topics in order to ensure the effective and holistic integration of sustainability aspects into all business processes.

## Data security

Köln-Düsseldorfer Deutsche Rheinschiffahrt GmbH sets high standards in terms of data security. With a data security officer, a clear data protection policy and continuous efforts to increase information security, we ensure the protection of sensitive information of our guests and our business partners. In addition, we offer our employees training on data security in order to raise awareness of the importance of secure data handling and to ensure the best possible protection.

## Supplier relationships

We value good cooperation with our suppliers and therefore maintain sustainable relationships, especially with local partners. We divide our suppliers into two groups: Suppliers for the technical-nautical area and for the catering area. Wherever possible, we commission local suppliers for both areas. We have implemented clear purchasing criteria and a Supplier Code of Conduct. Through these measures, we promote sustainable procurement and contribute to strengthening our regional economy.