

# 2020 Diebold Nixdorf Corporate Social Responsibility Report



Connecting Commerce for a More Sustainable World



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Dear Reader,

Welcome to our 2020 Diebold Nixdorf Corporate Social Responsibility Report—a review of our commitment to **Connecting Commerce for a More Sustainable World**. I am sure I speak for many when I say that 2020 was a year of unexpected global challenges—climate change, social unrest and the global health pandemic are ignoring borders and impacting people across the world in very personal ways.

It would have been hard to imagine at the beginning of the year, but this type of uncertainty also creates opportunity for companies and individuals to come together in new and meaningful ways. At Diebold Nixdorf, this was indeed the case, and I am proud of our employees as they have supported each other and continued to provide essential services to customers around the globe.

At Diebold Nixdorf, we automate, digitize and transform the way people bank and shop. Our global workforce is committed to doing the right thing. We have a responsibility to act sustainably, remain transparent, and conduct business ethically and with integrity. These are the business practices that shape the core of our company culture, and they are foundational to how we earn and maintain the trust our stakeholders place in us.

The drive to create a more equitable, sustainable society is challenging people, governments and economies alike at a global scale. Compared to the coronavirus, this global task is age-old. Industry experts predict once we move beyond COVID-19, consumers and financial services providers will value social and sustainable initiatives even more as we work together to strengthen relationships, and build strong, vibrant communities. By effectively exercising our collective influence on societal well-being at local, regional, national and global levels, we can help build a future where retail and banking create a better world and helps people everywhere achieve their goals.

Never before has conducting business in a socially responsible manner been more important than it is today. Diebold Nixdorf takes seriously our commitment to social responsibility in the communities where we live and work. Each year, our employees around the world take initiative to support a broad range of local causes while also supporting organizations committed to enriching our communities.

Our approach to social responsibility is not solely focused on the world at-large. We are also making steady progress supporting our employees around the globe in areas such as diversity & inclusion and career development, and we are fully committed to our values. In 2020, we introduced our CARE council—making an explicit commitment to CARE-ing for each other by focusing on being *considerate, aware, responsible and empathetic*. We've all experienced the events of 2020 differently—both personally and professionally—and now more than ever, it is important that we take time to CARE.

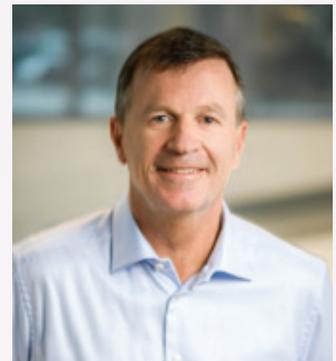
In December 2020, *Newsweek* named Diebold Nixdorf one of America's Most Responsible Companies. I'm very proud of the work we have done to be included on this annual list, which recognizes companies that are good citizens and give back to the communities in which they operate. Each company was scored based on its Environmental, Social and Governance (ESG) practices, and this first-time recognition for Diebold Nixdorf reflects our commitment to operating sustainably and as a socially responsible global citizen.

I am proud of our commitment to corporate social responsibility and personally excited to share our progress and accomplishments of 2020. Stay safe and healthy. Let's continue to answer the call to make the world a better place—for everyone.

Gerrard Schmid



President and Chief Executive Officer,  
Diebold Nixdorf



# Our Vision for Corporate Social Responsibility

Diebold Nixdorf strives to advance solutions according to economic, ecological and social aspects, and thus to develop its business model in a sustainable way. Our sustainability initiatives seek to prevent and reduce the negative impact of business operations, while generating social added value. For us, it is very important to be in regular contact with our stakeholders. We regularly adjust to trends and specific requirements based on constant dialogue with key audiences such as investors, suppliers, employees, communities, non-governmental organizations, business organizations, and academia. We've developed this report with the following audiences in mind:



**Employees:** This report is filled with examples of the good work of our employees. Without them, there would be no ATMs recycled, no fuel saved and no greenhouse gases reduced. What they do is important. In turn, Diebold Nixdorf works hard to treat everyone equally and provide career opportunities. Because every employee is also a global ambassador, we ask that our employees spend time to read, learn and reflect on what is covered in this report. A strong knowledge of our sustainability program is critical when meeting with customers, suppliers and other stakeholders.



**Customers:** We appreciate our customer inquiries into Diebold Nixdorf's environmental, social, and governance practices. Because every time this happens, we begin another important sustainability conversation. Let's continue to exchange ideas. Let's share best practices. Most importantly, let's align our goals and values to improve and become more efficient at achieving our respective sustainability objectives.



**Suppliers:** They are a key part of our supply chain, and we depend on our suppliers to help us meet our sustainability objectives. We expect our vendors to fully embrace environmental responsibility, operate in an ethical manner, respect human rights and be in compliance with all applicable laws and regulations. In turn, we are willing to work with suppliers to help them meet their own sustainability goals. These mutually beneficial relationships enable us all to succeed.



**Investors:** Research shows companies that invest in sustainability do better financially. Our sustainability efforts are aligned with our business goals. So as we're reducing, reusing, recycling and reclaiming, we're also reducing costs, becoming leaner and more agile, investing in future growth initiatives and attracting the best talent.



**Communities:** We are honored to be welcomed into cities and towns around the world. It is our practice to act responsibly. Diebold Nixdorf will continue to support local organizations and causes, and our employees look forward to working alongside our neighbors on important community projects. We will respect our environment, make the best use of resources and re-purpose materials when possible.

## Our Sustainability Guiding Principles

- 1 We apply our creativity and innovation to solve sustainable development challenges by fostering a dynamic and well-functioning business sector, while protecting labor rights and environmental and health standards in accordance with relevant international standards and agreements and other ongoing initiatives.
- 2 We comply with all applicable environmental, health and safety-related regulations.
- 3 We conduct company operations in ways that protect the environment by reducing waste, preventing pollution, promoting recycling, and conserving resources.
- 4 We communicate openly about our activities and maintain a constructive dialogue with stakeholders.
- 5 We strive to be good citizens by contributing to the environmental well-being of the communities where we work.
- 6 We respect employees, customers, suppliers, investors, and those living and working in the communities in which we serve.
- 7 We apply these principles across our operations, pursuing both global and regional goals.

## About This Report

Diebold Nixdorf's sustainability program is comprised of three main pillars, each of which forms a vital component of our global operational structure and culture. They are:



### **SUSTAINABLE SUPPLY CHAIN & OPERATIONS**

We are committed to acting sustainably and making a positive impact on our society. We continually assess our operations, processes and global supply chain to determine the environmental impact and implement improvements from greenhouse gas emission controls to product lifecycle assessments. We are also committed to ensuring that we work with ethical suppliers who adhere to high standards of human rights and ethical business practices. We also continue to align our program with the 10 principles of the United Nations (UN) Global Compact and the UN Sustainable Development Goals (SDGs).



### **ENVIRONMENT, HEALTH & SAFETY**

We comply with all applicable environmental, health and safety-related regulations. This responsibility is a team effort, delivered collectively through the management activities of our workforce around the globe. We focus particularly on employee health and safety, and an increased awareness on responsible resource consumption.



### **GLOBAL CITIZENSHIP**

We take social responsibility in the local communities in which we operate very seriously. Each year, our employees give back to their communities and support countless nonprofit organizations whose missions align with our values and whose work enhances the quality of life for people in need. In addition, we have two charitable giving groups, The Diebold Nixdorf Foundation and the Diebold Nixdorf Employee Charitable Fund.

The title is positioned in the upper left of a white, speech-bubble-shaped box. To the left of the text is a stylized atom icon with three orbiting electrons. The background of the entire page is a blurred image of a warehouse with a cardboard box on a conveyor belt in the foreground.

## Sustainable Supply Chain & Operations: We Grow Together

Diebold Nixdorf is committed to building relationships and collaborating with consumers, suppliers, employees, institutions and environmental organizations in order to ensure the compliance of our sustainability strategy. By focusing simultaneously on social, environmental and economic activities, we try to become the best version of our company. And we strive for operational excellence, proactively supporting climate change regulations, connecting new areas of financial growth and market opportunities, and attracting new talent to boost our dedicated workforce.

We proactively pursue sustainability initiatives by analyzing the global footprint of our operations and product lifecycles. By consistently fostering a dynamic and well-functioning business sector, Diebold Nixdorf is able to apply its creativity and innovation to solve sustainable development challenges. Our company operations are conducted in ways that protect the environment by reducing waste, preventing pollution, promoting recycling, and conserving resources.

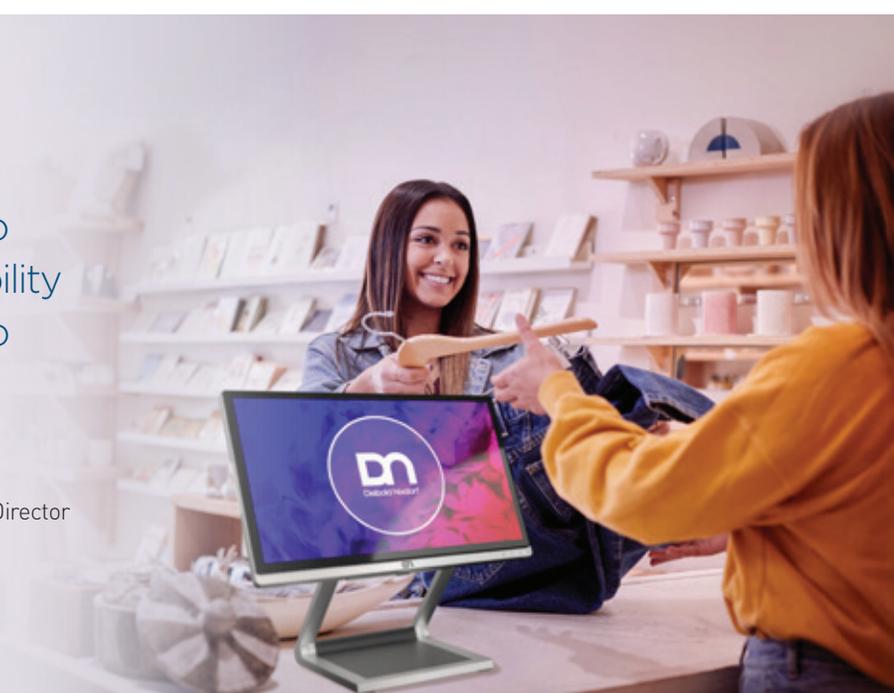
In our supply chain, we focus on using environmentally sustainable materials, which have a positive impact on our operational efficiency and also benefit our customers. We conduct due diligence on our supply chain to enhance transparency and identify the country and smelter or refiner of origin of the conflict minerals that may be used in our products. Suppliers must participate in Diebold Nixdorf's due diligence processes, provide complete and accurate information when requested, and perform similar due diligence on their own supply chains.

Following are two examples that demonstrate Diebold Nixdorf's commitment to sustainability and our focus on sustainable sourcing and design:

- In mid-2019, Diebold Nixdorf introduced our new innovative ATM line, DN Series™. The DN Series family is made of recycled and recyclable materials and is 25% lighter than most traditional ATMs. This reduces CO<sub>2</sub> emissions, both in the manufacturing processing and transportation of components and terminals. In addition, all DN Series ATMs use state-of-the-art LED technology and highly efficient electrical systems, overall allowing for up to 50% power savings versus traditional ATMs. Operationally, the DN Series is equipped with state-of-the-art "Internet of Things" connectivity through DN AllConnect™ Data Engine for enhanced monitoring and availability, thus reducing service calls and cash-in-transit requirements resulting in significant reduction in vehicle emissions.
- In September 2020, we introduced DN Series™ BEETLE, a unified Retail platform of all-in-one Point-of-Sale and touch display solutions that offers a shining example of our focus on sustainable sourcing and design. To demonstrate the company's commitment to sustainability, the systems are specifically designed around energy-saving technologies, including the powerful 8<sup>th</sup> Generation Intel® Core™ processor (Whiskey Lake-U), the energy-efficient power supply and solid state disk storage media and interfaces that reduce the overall power consumption. Over 90% of the materials used in the DN Series BEETLE can be recycled, making it an environmentally friendly point-of-sale solution.

“Our next generation of checkout solutions, DN Series BEETLE, also sets a new bar in green sustainability for the industry, while adapting to store environments and business needs faster than ever before.”

— Hermann Wimmer, Senior Vice President & Managing Director  
Retail, Diebold Nixdorf



Diebold Nixdorf is always exploring meaningful and contextual ways to achieve sustainability initiatives that drive global transformation. In August 2020, we released *Sustainable Banking: A Guide to Taking Action*, a white paper that provides guidance on how banks and credit unions can drive sustainability through financial inclusion and green operations.

## The Case for Cash Recycling

Keeping ATM networks supplied with the cash consumers need is no easy task. Some financial institutions (FIs) maintain as much as 40 percent too much cash in ATMs. In a world where every penny counts, FIs need solutions. That's where cash recycling comes into play, and that's why we created *Self-Service Reloaded*, a guide featuring financial-industry examples of cash automation efficiency and the benefits of cash recycling.

Automated cash recycling is one way to reduce cash-handling challenges, and it can bring significant benefits to FIs. While specific levels of return on investment in this technology vary, many have found cash recycling a compelling solution for decreasing cash-management costs.

Around the world, 85 percent of consumer transactions are conducted with cash, which both FIs and retail operations must effectively and securely handle. While some suggest that digital payments could undermine the role of cash, cash is still the most widely used form of payment in the U.S., used in 32 percent of transactions.

Additionally, the demand for cash remains high across the globe, and banks are seeking ways to efficiently service that demand. As a result, cash-recycling ATM installations are projected to grow at a Compound Annual Growth Rate (CAGR) of 10.7 percent through 2021. With automated cash recycling, FIs can reduce ATM downtime and maintain higher cash availability rates, boosting overall satisfaction.





# Environmental, Health & Safety: Focusing on the Future

Proactive management of issues relating to Environmental, Health & Safety (EHS) factors is a core component of our company strategy and corporate culture. Diebold Nixdorf is committed to ensuring our employees have a safe workplace with a zero injury, incident, and health impact goal. We are also aware of our place in the global community and have an increased awareness on responsible resource consumption, which has a positive impact on waste generation and potential climate and environmental impacts.

## Occupational Safety & Health Protection

“Safety First” is not just a motto, it is a way of doing business. While a safe working environment and safe working habits require high levels of vigilance and dedication from all employees at all times, they support our commitment to zero injuries and improve our ability to provide service to our customers.

From a global, regional, and local perspective, specialists in occupational safety and health support the implementation of processes at an operational level. Risks are evaluated using both government-required processes as well as best practices to ensure we understand residual risk and appropriately protect our employees. Frequent training ensures that specialists are informed promptly about legal and internal requirements.

## Environmental Protection

We see it as our entrepreneurial responsibility to efficiently use resources and energy at all locations worldwide and to avoid environmental risks. This succeeds by combining economic principles with ecological action. Thus, Diebold Nixdorf not only makes a contribution to environmental protection, but also creates measurable added value for stakeholders. We are subject to various national, regional and industry-specific laws, regulations and policies that must be adhered to. In many cases, our internal requirements go beyond the legally required minimum standards. Diebold Nixdorf is committed to our employees, neighbors, and the environment to minimize environmental risks and conserve resources.

We are proactively working to protect the environment and use natural resources sparingly. This applies both to our corporate processes as well as our products and services. The lifecycle of a product and its potential environmental impact are taken into consideration during the product development stage. We endeavor to reduce our environmental footprint through waste minimization and recycling efforts.

At Diebold Nixdorf, we embrace responsibility for ensuring that our products are compatible with environmental needs and legal requirements. One major aspect of this responsibility is to reduce the volume of critical substances in our products. Numerous statutory provisions such as REACH, RoHS and California Proposition 65 underline our responsibilities. Based on legal stipulations and our own requirements, we have compiled lists of substances that form an integral part of our arrangements with our respective suppliers.



## Energy & Emissions

Responsible resource consumption is a core component of our sustainability strategy. Energy efficiency and resource conservation are important factors for both our production activities and our infrastructure. Annually, we report our emissions data through the Carbon Disclosure Project (CDP) to increase transparency for our customers, investors, and our stakeholders. We conduct regular energy audits at company facilities and implement measures to optimize energy efficiency. Our owned/leased offices and production facilities strive to conserve resources and use state-of-the-art technology.

The focus of our real estate optimization program is on operational infrastructure and the selection of new facilities and rental properties. The influence on the choice of energy sources, the implementation of remedial measures, or the disposal of waste is limited as a tenant. Therefore, we assess our buildings, HVAC, lighting, machinery, and processes in terms

of their environmental impact. We also utilize specific criteria for selecting the best energy standard when choosing a new potential rental property. For example, any certificates that prove energy efficiency or the type of heating system are checked.

With regard to energy-efficient lighting, we are gradually converting the lighting in our production sites and office space to state-of-the-art, energy-efficient LED lighting. To date, we have installed more than 6,500 LED lighting systems in our global offices and production sites. This process is being driven by the real estate optimization program.

We have reduced more than 16,500 metric tons of CO<sub>2</sub> emissions from our baseline established in 2015. We are actively working to collect, monitor and report our data where possible, and we are applying it to drive reductions in emissions and energy consumption worldwide.

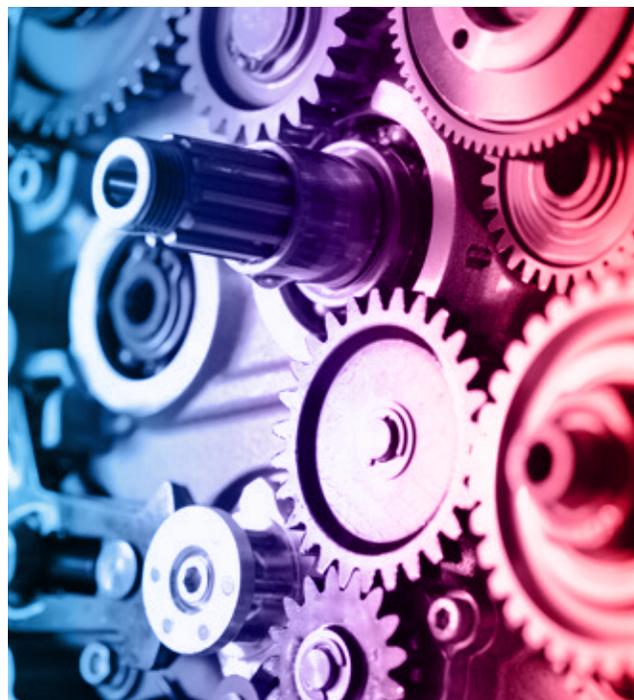
Emissions Scope 1	2015 (Baseline)	2016	2017	2018	2019
CO <sub>2</sub> (Metric Tons)	101,839	100,794	96,403	87,127	85,223

## Integrated Management System

As a global company, Diebold Nixdorf is committed to complying with U.S. and international standards. That is part of our corporate culture, which is founded on the values of trust, transparency, reliability and fairness toward customers, shareholders, business partners and employees.

The Integrated Management System at Diebold Nixdorf aims to create benefits for our customers, secure our company's economic success, and provide guidance for our employees. It is based on the requirements and recommendations of the internationally acknowledged standards ISO 9001, ISO 14001, ISO 20000, ISO 27001 and ISO 45001.

Our Management System Manual covers the activities that safeguard our market success and reasonable operating income and focuses on our business processes, our methods of work, and our corporate culture. It describes organizational structures, corporate processes, and workflows. It describes our management systems as well as outlines our locations and structure.



## Global Citizenship: We Strive to Make a Difference

Diebold Nixdorf will continue to support local organizations and causes, and our employees look forward to working alongside our neighbors on important community projects. We will respect our environment, make the best use of resources and re-purpose materials when possible. Diebold Nixdorf is proud to demonstrate its social conscience in various ways, including in these main focus areas:

### Financial Inclusion

Access to financial products and services is becoming more important than ever, especially for consumers who live in rural locations or regions without the structures of a modern economy. As the industry leader in connected commerce, our products and services provide needed financial accessibility to the unbanked and underbanked populations of the world. We are working to create a world where no one is excluded from the financial system—a world that may not be that far out of reach.



In October 2020, the Diebold Nixdorf Foundation committed to donating \$500,000 over the next four years to Operation HOPE, extending and increasing a previous commitment, which began in 2017. Operation HOPE's mission is to expand economic opportunity to underserved populations in the U.S. and globally through financial education and empowerment. In the first four years of our partnership with HOPE, the Diebold Nixdorf Foundation supported the financial education and assistance outreach to more than 40,000 underbanked or unbanked U.S. residents and helped them start a relationship with a financial institution.

The World Bank shows that about 1.7 billion adults remain unbanked—without an account at a financial institution or through a mobile money provider. The financial disadvantages of being unbanked are well documented, as the lack of a banking account limits opportunities for saving money and building credit history to help develop financial literacy and security.

Since 1992, Operation HOPE has been moving the world from civil rights to "silver rights" with the mission of making free enterprise and capitalism work for the underserved—disrupting poverty for millions of low and moderate-income youth and adults across the U.S. and globally. With help from the continued support of Diebold Nixdorf, Operation HOPE can continue empowering the world's underbanked and unbanked populations through financial education, including credit and money management, homeownership preparedness and small business entrepreneurship programs.

A photograph of a man in a dark suit and glasses speaking at a podium in a meeting room. He is holding a small card with the Operation HOPE logo. The room has a large window and a desk with chairs in the background.

“We would like to thank Diebold Nixdorf for their continued, generous support. The commitment of a leading player in the financial technology industry, such as Diebold Nixdorf, helps us continue to impact lives by making banking more accessible to more people around the world.”

— John Hope Bryant, Operation HOPE Founder, Chairman and Chief Executive Officer



### Supporting Payment Choice for All Consumers

We are proud to be one of the founding leaders of the Consumer Choice in Payment Coalition (CCPC)—a group of businesses and consumer groups that have come together to advocate for consumer choice and for preserving the fundamental right of all consumers, including those in vulnerable, disadvantaged communities, to use cash to pay for goods and services in the marketplace.

Cashless enterprises lock out millions of unbanked Americans, of all ages and open consumers to data privacy breaches while dramatically reducing payment options. Citizens who value the anonymity of paying with cash, and who do not want to be burdened by the high rates of interest on credit cards, should have the option to pay with cash. Maintaining a cash option has already generated widespread public support across the United States. Within the past two years, the state of New Jersey, and cities including Washington, D.C., Philadelphia, San Francisco, and New York City all have enacted laws protecting a consumer's right to use cash.

### Social Equity

We operate in regions where health, safety, environment and community initiatives are led by sustainability officers to support our global commitment to corporate social responsibility. We are committed to a safe working environment where every employee is equally respected, and free from unlawful discrimination.

### Community Engagement

Supporting the communities in which we live and work has always been an important part of how we uphold our company values. And what better way to focus our efforts than in our own backyards—as seen in these 2020 examples of employees giving back to a local school and to the environment:

- During the pandemic, when medical supplies and personal protection equipment (PPE) became scarce around the world, Diebold Nixdorf employees stepped up to do what they could to help with the resources they have. We are proud of our model shop employees in North Canton, Ohio, running machines around the clock, to create face shields for medical personnel through the local non-profit organization, "Operation Shields Up."

"When we were asked what our machines could do to help, we immediately started testing and found that we were able to make face shields using our 3D printer," said Ralph Schmitt, engineering principle team lead. "From there, we started to continuously run the machines so that we are able to ship the head gear and chin supports daily."

- As a technology thought-leader, Diebold Nixdorf is committed to working with communities and passionate about supporting initiatives in education. In 2020, Diebold Nixdorf South Africa continued its community outreach program that supports local schools and students—this time by donating iPads to the Beacon School for LSEN (Learners with Special Educational Needs).

The "iPad for Communication" project is specifically for students on the Autism Spectrum and aims to provide the technology and tools students and teachers need to help foster a learning environment that encourages communication, comprehension and social participation skills.

The school expressed its gratitude by saying, "We want to extend a heartfelt thank you to Diebold Nixdorf for the generous donation that will have a direct and lasting impact on the lives of our students."

- In Green, Ohio, we partnered with the U.S. Arbor Day Foundation and our paper supplier to plant 62 trees at a local park. Employees volunteered their time and effort to help restore the park's stream and stabilize its banks.

"Diebold Nixdorf and our partners actively seek ways to replenish the environment to ensure a sustainable future for ourselves and our neighbors," said Jeff Reinmann, program coordinator for environmental and sustainability at Diebold Nixdorf. "For every 115 pounds of paper that we purchase, our supplier will commission the Arbor Day Foundation to plant one new tree, which will offset the trees used in the production of each order."

Our employees continue to make it a priority to give back to those in need and show us how we can use our values outside of the workplace to make a positive difference in our communities.

# Our People: Supporting a Culture That CAREs

The employees of Diebold Nixdorf met the 2020 pandemic with continuous vigilance as the world grappled with the coronavirus health threat. We have much to be proud of and thankful for as our teammates took great care for one another, demonstrated unwavering support to our customers, and often went above and beyond in extraordinary circumstances:

The health and safety of our people remained our highest commitment and our first priority. We implemented a comprehensive Pandemic Response Plan (PRP) to ensure the continuity of Diebold Nixdorf operations to deliver product and services to our customers, while protecting the health and safety of our people. In addition to implementing robust safety protocols around the world, we created an employee crisis reserve fund, offered incremental bonuses for front line technicians, and worked hard to minimize employee reductions.

Our employees transformed into everyday heroes who found ways to help and be the best at what they do. We created a campaign called, “DN Proud” that spotlighted the extraordinary efforts of our people—colleagues who made exceptional contributions that helped ensure our customers could run their business, our communities had resources they needed, and our teams remained connected. The stories of our colleagues, submitted by their peers, showcased our values at every turn

and the many ways our teams delivered value to those in need—often in the face of relentless change and stressful circumstances.

It has never been clearer that Diebold Nixdorf is a critical part of the world’s business landscape. What we do matters—and retailers and banks are increasingly relying on our teams to help ensure their self-service channels, like ATM and self-checkout, continue to support their daily operations. Thank you to all of our team members who continue to work tirelessly across the globe to keep essential services running. Your remarkable energy to support our organization and our customers around the world is truly an energy that defines the DN spirit.

In addition, the world saw several weeks of demonstrations and protests against racism and calling for police reform. Diebold Nixdorf took action and continues its efforts to take great care for each other and for the health and safety of our people and our workplaces across every part of the business.



*In the midst of the coronavirus pandemic, employees at a Diebold Nixdorf plant in Manaus, Brazil, assembled and distributed care kits with food, face coverings, hand sanitizer, thermometers and cleaning products to more than 350 employees.*

In June of 2020, Beth Patrick, Diebold Nixdorf's Chief People Officer, established the CARE Council. CARE stands for Considerate, Aware, Responsible and Empathetic—four behaviors that we encourage all employees to remember and consciously think about.

The vision of the CARE Council is to have all employees feel appreciated, involved, heard, connected and supported, and have equal opportunity to thrive at Diebold Nixdorf. A group of 80+ volunteers helped build the framework for how the CARE Council will:



- Promote efforts leading Diebold Nixdorf to be an employer that understands, appreciates and celebrates our differences.
- Foster an environment that is considerate, aware, responsible and empathetic. In all interactions, we make sure we CARE for each other.
- Provide opportunities for all employees to excel.
- Remove barriers that may discourage all employees from reaching their full potential.

Diebold Nixdorf is at a critical point in our journey, one where we can start to look not only at what we are doing to support the company and our customers, but also at who we are and who we want to be. This timing, combined with our focus on caring for each other during the global pandemic and the responses to the long-standing and deep injustices that exist within our society, creates an opportunity to evolve our culture that we cannot ignore.

“As a global company, I feel we have to think bigger than ourselves. We need to open up and listen, be respectful and compassionate. Personally, as a leader, a mother and a woman, I need to ensure that I am doing everything that I possibly can to make the future for our company, my children and young women a place that I am proud of.”

— Beth Patrick, Chief People Officer, Diebold Nixdorf



### Ethics & Compliance

Making good and ethical decisions is the foundation of how we do business. At Diebold Nixdorf, we make sure we conduct our business and serve our customers as efficiently, creatively, and professionally as possible, according to the highest standards of ethics and transparency.

Our annual Code of Business Ethics training is a requirement for all our employees, leaders and business partners that they have an obligation to act with integrity, follow our policies and ask for help if not sure what to do. Diebold Nixdorf's policies are more than words on a page. They are the foundation on which we continuously build our company's reputation for being ethical, trusted and accountable—both to ourselves and our customers.

They provide a framework that enables operational excellence, encourages global consistency, empowers a keen focus on customers, protects our people and data, and helps our company maintain a healthy, safe environment where our employees can do their best work.

### Human Rights

Diebold Nixdorf engages in efforts to monitor its operations and supply chain and supports the elimination of any discovered form of modern slavery, including the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

## Diebold Nixdorf Diversity & Inclusion Vision Statement:

At Diebold Nixdorf we are committed to a culture of diversity and inclusion where everyone is accepted, valued and encouraged to thrive. We are one global team, grounded in mutual trust and respect, and we are stronger together because of our differences.



### Diversity & Inclusion

As a global company, we support diverse customers in diverse markets with diverse needs. Diversity within our own company—whether cultural, gender, racial, or other—means we value the many different and varying perspectives and solutions that our people bring to the table—and we believe this can have a positive impact on how we innovate and how we grow.

Diebold Nixdorf values the diverse, individual characteristics and backgrounds that make each person unique. Respect for, and sensitivity toward, each employee's individuality is central to our culture of diversity and inclusion, so that we are a desirable workplace for everyone. Inclusion of diverse talent is also important to our business strategy because it ensures we are able to meet the needs of the diverse communities and customers we serve.

Diebold Nixdorf is committed to the following strategies to achieve an inclusive corporate culture:

- **Ensuring Workplace Diversity:** We aspire to employ a high-performing workforce that mirrors the exciting, creative and diverse communities where we do business. Diebold Nixdorf is committed to attracting, retaining, and advancing great talent and we recognize that great benefits come from having a diverse workforce throughout all levels of the organization. Diebold Nixdorf encourages all employees to contribute their unique skills and perspectives to achieve their highest potential, which, in turn, will optimize business results.
- **Diversity and Inclusion Awareness Training:** Diebold Nixdorf commits to maintaining and strengthening a robust awareness and training program which focuses on achieving a corporate culture where inclusion is the norm.
- **Equal Opportunities:** We are committed to a workplace free from unlawful discrimination through policies and programs designed to provide equal opportunities to all employees.

- **Anti-Harassment Policies and Respectful Behavior:** Diebold Nixdorf complies with all local laws prohibiting harassment of individuals, bullying and discrimination. We expect our employees to behave in a manner that respects all individuals with whom the employee comes into contact while performing work for Diebold Nixdorf, including co-workers, suppliers, customers and community members. Employees should not make inappropriate or demeaning statements that comment upon, or emphasize, another's differences, including intentional or joking statements concerning an individual's race, ethnicity, sexual orientation, gender identity, sex, age, disability, religion, color or other protected group status.
- **Monitor Effectiveness & Accountability:** Different backgrounds, perspectives and ways of thinking create better processes, products and services. Diebold Nixdorf regularly reviews the effectiveness of diversity and inclusion efforts.
- **Supplier Diversity:** Diebold Nixdorf's Supplier Diversity and Inclusion Excellence Program encourages our team members to seek out meaningful business opportunities with suppliers who share the same commitment to diversity.

- **Honoring the Highest Ethical Standards:** Diebold Nixdorf's adherence to The Code of Business Ethics demonstrates the importance of a corporate culture that expects all employees to behave ethically and to treat all people with respect - not only in business, but also in daily life. Together, we are all adapting to enormous change, and we are only beginning to demonstrate our inherent strength and potential. Like before, the future is in our hands, and our approach to successfully navigating this crisis rests on the strength, resiliency, and the talent of our people—and our collective commitment to proactively address the health and economic consequences of this global crisis head on.

Looking ahead, we will remain committed to doing the right thing. We will always have a duty to act sustainably and to do business in a responsible way. We will continue to learn and adapt our sustainability efforts, because exercising our social conscience is who we are and what we do.

Learn more at [DieboldNixdorf.com](https://www.dieboldnixdorf.com)





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