

GRI CONTENT INDEX

In the 2017 financial year, PALFINGER transitioned from GRI-G4 Guidelines to GRI standards. In accordance with the requirements of the Global Reporting Initiative (Core option), this Report contains general disclosures and a description, on the basis of GRI disclosures, of the economic, ecological and social aspects relating to the topics that are of relevance according to the materiality analysis. The following GRI content index contains the relevant references, indicating the chapters and page numbers. In the Integrated Annual Report, the references are marked with the relevant icon. Since 2013, moreover, PALFINGER has also been committed to compliance with the ten principles of the UN Global Compact; it illustrates the progress made in the impact table, which also includes references to GRI standards.

 **GRI 102-55**

 **Impact table, page 216**

 www.palfinger.ag/en/sustainability/publications/communication-on-progress-for-the-un-global-compact

GRI standard	GRI disclosures UN Global Compact	Page numbers	Omission
FOUNDATION			
GRI 101: Foundation 2016			
GENERAL DISCLOSURES			
Organizational profile			
GRI 102: General Disclosures 2016	102-1: Name of the organization	PALFINGER at a glance p. 19	
	102-2: Activities, brands, products and services	PALFINGER at a glance p. 19; Customers and dealer network p. 60	
	102-3: Location of headquarters	PALFINGER at a glance p. 19	
	102-4: Location of operations	Companies of the PALFINGER Group back cover	
	102-5: Ownership and legal form	Ownership structure p. 31; Information pursuant to sec. 243c of the Business Code p. 73	
	102-6: Markets served	Regions and industries by segment p. 58; Customers and dealer network p. 60; Performance by segment p. 105	
	102-7: Scale of the organization	PALFINGER at a glance p. 19; Performance of the PALFINGER Group p. 66	
	102-8: Information on employees and other workers UNGC 3-6	Employment trend p. 87; Diversity and equal opportunity p. 91; Employment trend (Sustainability Annex) p. 223; Diversity and equal opportunity (Sustainability Annex) p. 230	
	102-9: Supply chain	Value creation p. 52; Suppliers p. 62; Sustainability among suppliers p. 64	
	102-10: Significant changes to the organization and its supply chain	Suppliers p. 62; Sustainability among suppliers p. 64; Significant changes within the PALFINGER Group p. 71	
	102-11: Precautionary principle or approach UNGC 7-9	Risk report p. 76	
	102-12: External initiatives	About this Report p. 6; Ratings p. 30; Commitment p. 48	
	102-13: Membership of associations	Commitment p. 48	
Strategy			
GRI 102: General Disclosures 2016	102-14: Statement from senior decision-maker	Foreword by the Management Board p. 7	
	102-15: Key impacts, risks, and opportunities	Risk report p. 76	
Ethics and integrity			
GRI 102: General Disclosures 2016	102-16: Values, principles, standards, and norms of behaviour UNGC 10	Strategy and value management p. 33; HR Strategy 2020 p. 39; Corporate culture p. 85; Group guidelines and Code of Conduct p. 119	
	102-17: Mechanisms for advice and concerns about ethics UNGC 10	Group guidelines and Code of Conduct p. 119; Internal audits and risk management p. 120	

GRI standard	GRI disclosures UN Global Compact	Page numbers	Omission
Governance			
GRI 102: General Disclosures 2016	102-18: Governance structure	Sustainability management p. 43; Governing bodies of the Company and method of operation of the Management Board and the Supervisory Board pursuant to sec. 243c para.2 and sec. 267b of the Business Code p. 113	
	102-19: Delegating authority	Sustainability management p. 43; Governing bodies of the Company and method of operation of the Management Board and the Supervisory Board pursuant to sec. 243c para.2 and sec. 267b of the Business Code p. 113	
	102-20: Executive-level responsibility for economic, environmental, and social topics	Sustainability management p. 43; Governing bodies of the Company and method of operation of the Management Board and the Supervisory Board pursuant to sec. 243c para.2 and sec. 267b of the Business Code p. 113	
	102-21: Consulting stakeholders on economic, environmental, and social topics	Stakeholder management p. 40	
	102-22: Composition of the highest governance body and its committees	Governing bodies of the Company and method of operation of the Management Board and the Supervisory Board pursuant to sec. 243c para.2 and sec. 267b of the Business Code p. 113	
	102-24: Nominating and selecting the highest governance body	Governing bodies of the Company and method of operation of the Management Board and the Supervisory Board pursuant to sec. 243c para.2 and sec. 267b of the Business Code p. 113	
	102-32: Highest governance body's role in sustainability reporting	Sustainability management p. 43	
	Stakeholder engagement		
GRI 102: General Disclosures 2016	102-40: List of stakeholder groups	Stakeholder management p. 40	
	102-41: Collective bargaining agreements UNGC 3-6	Attractive jobs with individual responsibility p. 86	
	102-42: Identifying and selecting stakeholders	Stakeholder management p. 40	
	102-43: Approach to stakeholder engagement	Stakeholder management p. 40; Attractive jobs with individual responsibility p. 86	
	102-44: Key topics and concerns raised	Stakeholder management p. 40	
Reporting practice			
GRI 102: General Disclosures 2016	102-45: Entities included in the consolidated financial statements	Companies of the PALFINGER Group back cover	
	102-46: Defining report content and topic boundaries	Materiality analysis p. 42; Sustainability report profile and boundaries (Sustainability Annex) p. 211	
	102-47: List of material topics	Strategic pillars and sustainability aspects p. 35; Materiality analysis p. 42; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	102-48: Restatements of information	Materiality analysis p. 42; Sustainability report profile and boundaries (Sustainability Annex) p. 211	
	102-49: Changes in reporting	Materiality analysis p. 42	
	102-50: Reporting period	Sustainability report profile and boundaries (Sustainability Annex) p. 211	
	102-51: Date of most recent report	Sustainability report profile and boundaries (Sustainability Annex) p. 211	
	102-52: Reporting cycle	Sustainability report profile and boundaries (Sustainability Annex) p. 211	
	102-53: Contact point for questions regarding the report	General information back cover	

GRI standard	GRI disclosures UN Global Compact	Page numbers	Omission
	102-54: Claims of reporting in accordance with the GRI standards	About this Report p. 6	
	102-55: GRI content index	GRI content index (Sustainability Annex) p. 242	
	102-56: External assurance	Independent assurance statement p. 257	
MATERIAL TOPICS & ADDITIONAL TOPICS			
GRI 200: Economic			
Material topic: Research and development for products			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Risk report p. 76; Research and development p. 93; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Risk report p. 76; Research and development p. 93; Sustainable products (Sustainability Annex) p. 238	
	103-3: Evaluation of the management approach	Research and development p. 93; Sustainable products (Sustainability Annex) p. 238	
	PALFINGER KPI: Research and development costs	Research and development p. 93	
Material topic: Innovation in production			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Research and development p. 93; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Research and development p. 93	
	103-3: Evaluation of the management approach	Research and development p. 93	
	PALFINGER KPI: Research and development costs	Research and development p. 93	
Material topic: Viability of the business model			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Strategic pillars and sustainable aspects p. 35; Group-wide development programmes p. 38; Materiality analysis p. 42; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Strategic pillars and sustainable aspects p. 35; Group-wide development programmes p. 38; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Strategic pillars and sustainable aspects p. 35; Group-wide development programmes p. 38; Monetary flows to stakeholders p. 46	
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	Monetary flows to stakeholders p. 46; Commitment p. 48; Fair business (Sustainability Annex) p. 241	
	201-2: Financial implications and other risks and opportunities due to climate change	Risk report p. 76	
	PALFINGER KPI: Management systems	Quality management p. 97; Management systems in use (Sustainability Annex) p. 212	
Material topic: Compliance with legal and ethical standards			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Risk report p. 76; Fair business p. 119; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	

GRI standard	GRI disclosures UN Global Compact	Page numbers	Omission
	103-2: The management approach and its components	Risk report p. 76; Fair business p. 119; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Fair business p. 119	
GRI 205: Anti-corruption 2016	205-1: Operations assessed for risks related to corruption UNGC 10	Internal audits and risk management p. 120	
	205-2: Communication and training about anti-corruption policies and procedures UNGC 10	Group guidelines and Code of Conduct p. 119; Information on guidelines and corporate ethics p. 120; Sustainability programme (Sustainability Annex) p. 220	Information is unavailable: Training in the form of e-learning is planned.
	205-3: Confirmed incidents of corruption and actions taken UNGC 10	Internal audits and risk management p. 120	
GRI 206: Anti-competitive Behaviour 2016	206-1: Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Internal audits and risk management p. 120	
GRI 307: Environmental Compliance 2016	307-1: Non-compliance with environmental laws and regulations UNGC 7-9	Internal audits and risk management p. 120	
GRI 419: Socioeconomic Compliance 2016	419-1: Non-compliance with laws and regulations in the social and economic area	Internal audits and risk management p. 120	
Material topic: Industry 4.0 and digitalization			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Digitalization p. 38; Materiality analysis p. 42; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Digitalization p. 38; Mechatronics and digitalization p. 93; Major innovations in 2017 p. 95; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Digitalization p. 38; Mechatronics and digitalization p. 93; Major innovations in 2017 p. 95	
Indirect economic impacts			
GRI 203: Indirect Economic Impacts 2016	203-2: Significant indirect economic impacts	Risk report p. 76	
GRI 300: Environmental			
Material topic: Product lifecycle			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Research and development p. 93; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Research and development p. 93	
	103-3: Evaluation of the management approach	Research and development p. 93	
	PALFINGER KPI: Scrap	Efficient use of raw materials p. 99; Efficient use of raw materials (Sustainability Annex) p. 232	
	PALFINGER KPI: Warranty costs	Quality management p. 97	

DETAILED GRI AND SUSTAINABILITY DISCLOSURES

GRI standard	GRI disclosures UN Global Compact	Page numbers	Omission
Material topic: Energy efficiency and climate protection			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Energy efficiency p. 101; Climate change p. 103; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Energy efficiency p. 101; Climate protection p. 103; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Energy efficiency p. 101; Climate protection p. 103; Energy efficiency (Sustainability Annex) p. 235; Climate protection (Sustainability Annex) p. 237	
GRI 302: Energy 2016	302-1: Energy consumption within the organization UNGC 7-9	Energy efficiency p. 101; Energy efficiency (Sustainability Annex) p. 235	
	302-2: Energy consumption outside of the organization UNGC 7-9	Efficient use of raw materials p. 99; Energy efficiency p. 101	
	302-3: Energy intensity UNGC 7-9	Energy efficiency p. 101; Energy efficiency (Sustainability Annex) p. 235	
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions UNGC 7-9	Climate protection p. 103; Climate protection (Sustainability Annex) p. 237	Not applicable: PALFINGER does not generate any biogenic CO ₂ emissions.
	305-2: Energy indirect (Scope 2) GHG emissions UNGC 7-9	Climate protection p. 103; Climate protection (Sustainability Annex) p. 237	
	305-3: Other indirect (Scope 3) GHG emissions UNGC 7-9	Climate protection p. 103; Climate protection (Sustainability Annex) p. 237	
	305-4: GHG emissions intensity UNGC 7-9	Climate protection p. 103; Climate protection (Sustainability Annex) p. 237	Not applicable: PALFINGER does not generate any biogenic CO ₂ emissions.
	PALFINGER KPI: Management systems	Environmental and energy management p. 104; Management systems in use (Sustainability Annex) p. 212	
Material topic: Raw material demand and efficiency			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Efficient use of raw materials p. 99; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Efficient use of raw materials p. 99	
	103-3: Evaluation of the management approach	Efficient use of raw materials p. 99; Efficient use of raw materials (Sustainability Annex) p. 232	
GRI 301: Materials 2016	301-1: Materials used by weight or volume UNGC 7-9	Efficient use of raw materials p. 99; Efficient use of raw materials (Sustainability Annex) p. 232	Not applicable: PALFINGER is not using any renewable materials.
	PALFINGER KPI: Scrap	Efficient use of raw materials p. 99; Efficient use of raw materials (Sustainability Annex) p. 232	
	PALFINGER KPI: Hazardous waste	Hazardous waste p. 100; Hazardous waste (Sustainability Annex) p. 233	
Supplier environmental assessment			
GRI 308: Supplier Environmental Assessment 2016	308-1: New suppliers that were screened using environmental criteria UNGC 7-9	Procurement factors, markets and strategies p. 63	
	308-2: Negative environmental impacts in the supply chain and actions taken UNGC 7-9	Sustainability among suppliers p. 64	

GRI standard	GRI disclosures UN Global Compact	Page numbers	Omission
GRI 400: Social			
Material topic: Product safety			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Safe and efficient products p. 94; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Safe and efficient products p. 94; Internal audits and risk management p. 120; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Safe and efficient products p. 94; Internal audits and risk management p. 120; Safety assessment and product labelling (Sustainability Annex) p. 238; Product innovation for user safety (Sustainability Annex) p. 239	
GRI 416: Customer Health and Safety 2016	416-1: Assessment of the health and safety impacts of product and service categories	Safe and efficient products p. 94; Sustainable products (Sustainability Annex) p. 238	
	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	Safe and efficient products p. 94; Internal audits and risk management p. 120	
Material topic: Health and safety			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Health and safety p. 88; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Health and safety p. 88; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Health and safety p. 88; Health and safety (Sustainability Annex) p. 227	
GRI 403: Occupational Health and Safety 2016	403-2: Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Health and safety p. 88; Health and safety (Sustainability Annex) p. 227	
	PALFINGER KPI: Management systems	Health and safety p. 88; Health and safety (Sustainability Annex) p. 227	
Material topic: Employee development			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Attractive jobs with individual responsibility p. 86; Skilled labour p. 90; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Attractive jobs with individual responsibility p. 86; Skilled labour p. 90; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Attractive jobs with individual responsibility p. 86; Skilled labour p. 90; Skilled labour (Sustainability Annex) p. 229	
GRI 404: Training and Education 2016	404-1: Average hours of training per year per employee	Skilled labour p. 90; Skilled labour (Sustainability Annex) p. 229	
	PALFINGER KPI: Appraisal interviews	Attractive jobs with individual responsibility p. 86	

DETAILED GRI AND SUSTAINABILITY DISCLOSURES

GRI standard	GRI disclosures UN Global Compact	Page numbers	Omission
Material topic: Attractive employment			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	HR Strategy 2020 p. 39; Materiality analysis p. 42; Corporate culture p. 85; Attractive jobs with individual responsibility p. 86; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	HR Strategy 2020 p. 39; Corporate culture p. 85; Attractive jobs with individual responsibility p. 86; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Corporate culture p. 85; Attractive jobs with individual responsibility p. 86; Employment trend p. 87; Employment trend (Sustainability Annex) p. 223	
GRI 401: Employment 2016	401-1: New employee hires and employee turnover UNGC 3-6	Employment trend p. 87; Employment trend (Sustainability Annex) p. 223	
GRI 405: Diversity and Equal Opportunity 2016	405-1: Diversity of governance bodies and employees UNGC 3-6	Diversity and equal opportunity p. 91; Management Board p. 114; Supervisory Board p. 117; Diversity and equal opportunity (Sustainability Annex) p. 230	
Material topic: Corporate culture and values			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	Materiality analysis p. 42; Corporate culture p. 85; Impacts of the sustainability issues along the value creation chain (Sustainability Annex) p. 215	
	103-2: The management approach and its components	Corporate culture p. 85; Sustainability programme (Sustainability Annex) p. 220	
	103-3: Evaluation of the management approach	Corporate culture p. 85	
	PALFINGER KPI: Staff survey	Attractive jobs with individual responsibility p. 86	
Labour/Management relations			
GRI 402: Labour/Management relations 2016	402-1: Minimum notice periods regarding operational changes	Corporate culture p. 85	
Non-discrimination			
GRI 406: Non-discrimination 2016	406-1: Incidents of discrimination and corrective actions taken	Diversity and equal opportunity p. 91	
Freedom of association and collective bargaining			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk UNGC 1-6	Corporate culture p. 85	
Child labour			
GRI 408: Child Labour 2016	408-1: Operations and suppliers at significant risk for incidents of child labour UNGC 1-6	Corporate culture p. 85; Group guidelines and Code of Conduct p. 119	
Forced or compulsory labour			
GRI 409: Forced or Compulsory Labour 2016	409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labour UNGC 1-6	Corporate culture p. 85; Group guidelines and Code of Conduct p. 119	

GRI standard	GRI disclosures UN Global Compact	Page numbers	Omission
Human rights assessment			
GRI 412: Human Rights Assessment 2016	412-1: Operations that have been subject to human rights reviews or impact assessments UNGC 1-6	Internal audits and risk management p. 120	
	412-2: Employee training on human rights policies or procedures UNGC 1-6	Internal audits and risk management p. 120	Information is unavailable: Training in the form of e-learning is planned.
Local communities			
GRI 413: Local Communities 2016	413-1: Operations with local community engagement, impact assessments, and development programmes	Stakeholder management p. 40; Commitment p. 48	Not applicable: no material topic, thus qualitative description of engagement with local communities sufficient.
Supplier social assessment			
GRI 414: Supplier Social Assessment 2016	414-1: New suppliers that were screened using social criteria UNGC 1-6	Sustainability among suppliers p. 64	
	414-2: Negative social impacts in the supply chain and actions taken UNGC 1-6	Suppliers p. 62; Sustainability among suppliers p. 64	
Public policy			
GRI 415: Public Policy 2016	415-1: Political contributions UNGC 10	Commitment p. 48	
Marketing and labelling			
GRI 417: Marketing and Labelling 2016	417-2: Incidents of non-compliance concerning product and service information and labeling	Internal audits and risk management p. 120	
	417-3: Incidents of non-compliance concerning marketing communications	Internal audits and risk management p. 120	