

## GRI CONTENT INDEX

Since fiscal year 2017, PALFINGER has prepared its reports in accordance with the 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, environmental, and social aspects of the topics that the materiality analysis has shown to be relevant. The following GRI content index contains the relevant references, indicating the sections and page numbers. In the Integrated Annual Report, the references are marked with the relevant icon. Since 2013, PALFINGER has also been committed to compliance with the ten principles of the UN Global Compact and illustrates the progress made in the impact table, which also includes references to GRI Standards.

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 [www.palfinger.ag/en/news/publications/sustainability-publications](http://www.palfinger.ag/en/news/publications/sustainability-publications)

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	<b>102-11:</b> Precautionary principle or approach UNGC 7-9; NaDiVeG	Risk exposure p. 82	
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	<b>102-17:</b> Mechanisms for advice and concerns about ethics UNGC 10	Code of Conduct and Group policies p. 136; Governance, risk management and compliance as well as internal audits p. 137	
<b>Governance</b>			
<b>GRI 102:</b> General Disclosures 2016	<b>102-18:</b> Governance structure	Sustainability management p. 45; Governing bodies of the company and functioning of the Executive Board and the Supervisory Board pursuant to Sections 243c (2) and 267b of the Austrian Commercial Code p. 128; Executive Board p. 129; Supervisory Board committees p. 131	
	<b>102-19:</b> Delegating authority	Sustainability management p. 45; Governing bodies of the company and functioning of the Executive Board and the Supervisory Board pursuant to Sections 243c (2) and 267b of the Austrian Commercial Code p. 128	
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	<b>102-22:</b> Composition of the highest governance body and its committees NaDiVeG	Governing bodies of the company and functioning of the Executive Board and the Supervisory Board pursuant to Sections 243c (2) and 267b of the Austrian Commercial Code p. 128; Executive Board p. 129; Supervisory Board p. 130; Corporate Governance Code p. 139	
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**MATERIAL TOPICS & ADDITIONAL TOPICS****GRI 200: Economic topics**Material topic: **Product research and development**

<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Impact table p. 51; Research and development p. 104; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229
	<b>103-2:</b> The management approach and its components NaDiVeG	Research and development p. 104; Sustainability program (Sustainability Annex) p. 235; Sustainable products (Sustainability Annex) p. 256
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	<b>PALFINGER KPI:</b> Research and development costs	Research and development p. 104

Material topic: **Innovation in production**

<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Research and development p. 104; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229
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<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Strategic pillars and sustainability aspects p. 34; Sustainability management p. 45; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	Strategic pillars and sustainability aspects p. 34; Sustainability program (Sustainability Annex) p. 235	
	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Strategic pillars and sustainability aspects p. 34; Monetary flows to stakeholders p. 43	
<b>GRI 201:</b> Economic Performance 2016	<b>201-1:</b> Direct economic value generated and distributed	Stakeholders p. 42; Commitment p. 54; Taxes by country (Sustainability Annex) p. 259	
	<b>201-2:</b> Financial implications and other risks and opportunities due to climate change NaDiVeG	Risk management system p. 81; Risk exposure p. 82	
	<b>PALFINGER KPI:</b> Management systems	Quality management p. 112; Management systems in use (Sustainability Annex) p. 226	
<b>Material topic: Compliance with legal and ethical standards</b>			
<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Risk report p. 81; Fair business p. 136; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
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	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Fair business p. 136	
<b>GRI 205:</b> Anti-corruption 2016	<b>205-1:</b> Operations assessed for risks related to corruption UNGC 10 NaDiVeG	Governance, risk management and compliance as well as internal audits p. 137	
	<b>205-3:</b> Confirmed incidents of corruption and actions taken UNGC 10 NaDiVeG	Governance, risk management and compliance as well as internal audits p. 137	
<b>GRI 206:</b> Anti-competitive Behavior 2016	<b>206-1:</b> Legal actions for anticompetitive behavior, anti-trust, and monopoly practices	Governance, risk management and compliance as well as internal audits p. 137	
<b>GRI 207:</b> Tax 2019	<b>207-1:</b> Approach to tax	Stakeholders, p. 42	Breakdown by country done
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<b>GRI 307:</b> Environmental Compliance 2016	<b>307-1:</b> Non-compliance with environmental laws and regulations UNGC 7-9 NaDiVeG	Governance, risk management and compliance as well as internal audits p. 137	
<b>GRI 417:</b> Marketing and Labeling 2016	<b>417-2:</b> Incidents of non-compliance concerning product and service information and labeling	Governance, risk management and compliance as well as internal audits p. 137	
	<b>417-3:</b> Incidents of non-compliance concerning marketing communications	Governance, risk management and compliance as well as internal audits p. 137	
<b>GRI 419:</b> Socioeconomic Compliance 2016	<b>419-1:</b> Non-compliance with laws and regulations in the social and economic area	Governance, risk management and compliance as well as internal audits p. 137	

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<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Strategic pillars and sustainability aspects p. 34; Sustainability management p. 45; Value creation p. 58; Significant changes within the PALFINGER Group p. 76; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	Strategic pillars and sustainability aspects p. 34; Research and development p. 104; Sustainability program (Sustainability Annex) p. 235	
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<b>Indirect economic impacts</b>			
<b>GRI 203:</b> Indirect Economic Impacts 2016	<b>203-2:</b> Significant indirect economic impacts	Risk exposure p. 82	
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<b>Material topic: Product lifecycle</b>			
<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Research and development p. 104; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	Research and development p. 104	
	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Research and development p. 104	
	<b>PALFINGER KPI:</b> Waste cuttings	Efficient use of raw materials (Sustainability Annex) p. 250	
	<b>PALFINGER KPI:</b> Warranty costs	Quality management p. 112	
<b>Material topic: Energy efficiency and climate protection</b>			
<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Energy efficiency p. 117; Climate protection p. 119; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	Energy efficiency p. 117; Climate protection p. 119; Sustainability program (Sustainability Annex) p. 235	
	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Energy efficiency p. 117; Climate protection p. 119; Energy efficiency (Sustainability Annex) p. 253; Climate protection (Sustainability Annex) p. 255	
<b>GRI 302:</b> Energy 2016	<b>302-1:</b> Energy consumption within the organization UNGC 7-9 NaDiVeG	Energy efficiency p. 117; Energy efficiency (Sustainability Annex) p. 253	Not applicable: PALFINGER does not consume cooling energy or steam and does not sell any energy.
	<b>302-3:</b> Energy intensity UNGC 7-9 NaDiVeG	Energy efficiency p. 117; Definition of performance indicators p. 140, Energy efficiency (Sustainability Annex) p. 253	
<b>GRI 305:</b> Emissions 2016	<b>305-1:</b> Direct (Scope 1) GHG emissions UNGC 7-9 NaDiVeG	Efficient use of raw materials p. 115; Climate protection p. 119; Sustainability report profile and boundaries (Sustainability Annex) p. 225, Climate protection (Sustainability Annex) p. 255	Not applicable: PALFINGER does not generate any biogenic CO <sub>2</sub> emissions.
	<b>305-2:</b> Energy indirect (Scope 2) GHG emissions UNGC 7-9 NaDiVeG	Climate protection p. 119; Sustainability report profile and boundaries (Sustainability Annex) p. 225, Climate protection (Sustainability Annex) p. 255	No information available: for PALFINGER the practical application of the market-based approach makes more sense.
	<b>305-3:</b> Other indirect (Scope 3) GHG emissions UNGC 7-9 NaDiVeG	Climate protection p. 119; Sustainability report profile and boundaries (Sustainability Annex) p. 225; Climate protection (Sustainability Annex) p. 255	Not applicable: PALFINGER does not generate any biogenic CO <sub>2</sub> emissions.
	<b>PALFINGER KPI:</b> Management systems	Environmental and energy management p. 121; Management systems in use (Sustainability Annex) p. 226	

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	<b>103-2:</b> The management approach and its components NaDiVeG	Efficient use of raw materials p. 115; Sustainability program (Sustainability Annex) p. 235	
	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Efficient use of raw materials p. 115; Efficient use of raw materials (Sustainability Annex) p. 250	
<b>GRI 301:</b> Materials 2016	<b>301-1:</b> Materials used by weight or volume UNGC 7-9 NaDiVeG	Efficient use of raw materials p. 115; Efficient use of raw materials (Sustainability Annex) p. 250	No information available: PALFINGER does not use any renewable materials, therefore not material.
	<b>PALFINGER KPI:</b> Waste cuttings	Efficient use of raw materials (Sustainability Annex) p. 250	
	<b>PALFINGER KPI:</b> Hazardous waste	Hazardous waste p. 116; Hazardous waste (Sustainability Annex) p. 251	
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	<b>308-2:</b> Negative environmental impacts in the supply chain and actions taken UNGC 7-9 NaDiVeG	Sustainability at PALFINGER suppliers p. 69	
<b>GRI 400: Social topics</b>			
<b>Material topic: Product safety</b>			
<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Safe and efficient products p. 107; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	Safe and efficient products p. 107; Governance, risk management and compliance as well as internal audits p. 137 Sustainability program (Sustainability Annex) p. 235	
	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Safe and efficient products p. 107; Governance, risk management and compliance as well as internal audits p. 137; Sustainable products (Sustainability Annex) p. 256	
<b>GRI 416:</b> Customer Health and Safety 2016	<b>416-1:</b> Assessment of the health and safety impacts of product and service categories	Safe and efficient products p. 107; Product innovations for operator safety (Sustainability Annex) p. 257	
	<b>416-2:</b> Incidents of non-compliance concerning the health and safety impacts of products and services	Safe and efficient products p. 107; Governance, risk management and compliance as well as internal audits p. 137	Not applicable: Regardless of fault, every incident is documented and investigated. Due to PALFINGER's business model, service incidents are not reported separately.
<b>Material topic: Health and safety</b>			
<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Health and safety p. 98; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	Health and safety p. 98; Sustainability program (Sustainability Annex) p. 235	
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## DETAILED GRI AND SUSTAINABILITY DISCLOSURES

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	<b>PALFINGER KPI:</b> Management systems	Health and safety p. 98; Management systems in use (Sustainability Annex) p. 226	
Material topic: <b>Employee development</b>			
<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Attractive employer p. 94; Learning organization p. 96; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	Attractive employer p. 94; Learning organization p. 96; Sustainability program (Sustainability Annex) p. 235	
	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Attractive employer p. 94; Learning organization p. 96; Learning organization (Sustainability Annex) p. 247	
<b>GRI 404:</b> Training and Education 2016	<b>404-1:</b> Average hours of training per year per employee NaDiVeG	Learning organization p. 96; Learning organization (Sustainability Annex) p. 247	
	<b>PALFINGER KPI:</b> Appraisal interviews	Attractive employer p. 94	
Material topic: <b>Attractive employment</b>			
<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; HR Strategy 2020 p. 90; Corporate culture p. 91; Attractive employer p. 94; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	HR Strategy 2020 p. 90; Corporate culture p. 91; Attractive employer p. 94; Sustainability program (Sustainability Annex) p. 235	
	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Corporate culture p. 91; Attractive employer p. 94; Development of employment p. 100; Development of employment (Sustainability Annex) p. 241	
<b>GRI 401:</b> Employment 2016	<b>401-1:</b> New employee hires and employee turnover UNGC 3-6 NaDiVeG	Development of employment p. 100; Development of employment (Sustainability Annex) p. 241; Diversity (Sustainability Annex) p. 245	
<b>GRI 405:</b> Diversity and Equal Opportunity 2016	<b>405-1:</b> Diversity of governance bodies and employees UNGC 3-6 NaDiVeG	Development of employment p. 100; Executive Board p. 129; Supervisory Board p. 130; Diversity plan p. 133; Development of employment (Sustainability Annex) p. 241	
Material topic: <b>Corporate culture and values</b>			
<b>GRI 103:</b> Management Approach 2016	<b>103-1:</b> Explanation of the material topic and its boundary NaDiVeG	Sustainability management p. 45; Corporate culture p. 91; Impacts of the sustainability topics throughout the value chain (Sustainability Annex) p. 229	
	<b>103-2:</b> The management approach and its components NaDiVeG	Corporate culture p. 91; Sustainability program (Sustainability Annex) p. 235	
	<b>103-3:</b> Evaluation of the management approach NaDiVeG	Corporate culture p. 91	

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<b>GRI 402:</b> Labor/Management Relations 2016	<b>402-1:</b> Minimum notice periods regarding operational changes NaDiVeG	Corporate culture p. 91	
<b>Non-discrimination</b>			
<b>GRI 406:</b> Non-discrimination 2016	<b>406-1:</b> Incidents of discrimination and corrective actions taken NaDiVeG	Corporate culture p. 91	
<b>Freedom of association and collective bargaining</b>			
<b>GRI 407:</b> Freedom of Association and Collective Bargaining 2016	<b>407-1:</b> Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk UNGC 1-6 NaDiVeG	Sustainability at PALFINGER suppliers p. 69; Corporate culture p. 91; Code of Conduct and Group Policies p. 136	
<b>Child labor</b>			
<b>GRI 408:</b> Child Labor 2016	<b>408-1:</b> Operations and suppliers at significant risk for incidents of child labor UNGC 1-6 NaDiVeG	Sustainability at PALFINGER suppliers p. 69; Corporate culture p. 91; Code of Conduct and Group policies p. 136	
<b>Forced or compulsory labor</b>			
<b>GRI 409:</b> Forced or Compulsory Labor 2016	<b>409-1:</b> Operations and suppliers at significant risk for incidents of forced or compulsory labor UNGC 1-6 NaDiVeG	Sustainability at PALFINGER suppliers p. 69; Corporate culture p. 91; Code of Conduct and Group policies p. 136	
<b>Human rights assessment</b>			
<b>GRI 412:</b> Human Rights Assessment 2016	<b>412-1:</b> Operations that have been subject to human rights reviews or impact assessments UNGC 1-6 NaDiVeG	Governance, risk management and compliance as well as internal audits p. 137	
<b>Supplier social assessment</b>			
<b>GRI 414:</b> Supplier Social Assessment 2016	<b>414-1:</b> New suppliers that were screened using social criteria UNGC 1-6 NaDiVeG	Sustainability at PALFINGER suppliers p. 69	
	<b>414-2:</b> Negative social impacts in the supply chain and actions taken UNGC 1-6	Suppliers p. 68; Sustainability at PALFINGER suppliers p. 69	
<b>Public policy</b>			
<b>GRI 415:</b> Public Policy 2016	<b>415-1:</b> Political contributions UNGC 10 NaDiVeG	Commitment p. 54	