

DAIMLER

GRI Index

GRI Index

GRI 102-55

This report has been prepared in accordance with the GRI Standards: Comprehensive option. The relevant indicators are directly shown in the texts and combined in the GRI Index.

- AR – Daimler Annual Report 2019
- SR – Daimler Sustainability Report 2019

GRI 102: General Disclosures 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
102-1	Name of the organization	SR > Imprint		
102-2	Activities, brands, products, and services	AR > Economic conditions and business AR > The divisions		
102-3	Location of headquarters	SR > About this report		
102-4	Location of operations	AR > Economic conditions and business AR > Locations overview		
102-5	Ownership and legal form	SR > Sustainability strategically integrated AR > Economic conditions and business AR > Daimler AG		
102-6	Markets served	AR > Economic conditions and business AR > The divisions		
102-7	Scale of the organization	AR > Economic conditions and business AR > The divisions		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
102-8	Information on employees and other workers	SR > Key figures Human Resources AR > The workforce	<p>d. Daimler collaborates with a large number of partners and suppliers. For reasons of competition law, no specific information about concrete numbers is provided here.</p> <p>e. Our business operations, and thus the number of our employees, are not subject to seasonal fluctuations.</p> <p>f. The data are evaluated with the help of a reporting tool which uses a database that is connected with the Group's global HR systems.</p>	
102-9	Supply chain	SR > Sustainability strategically integrated AR > Supply chain		Yes (AR)
102-10	Significant changes to the organization and its supply chain	SR > Sustainability strategically integrated SR > Sustainability strategically integrated AR > Important events		
102-11	Precautionary Principle or approach	SR > Sustainability strategically integrated		
102-12	External initiatives	SR > Sustainability strategically integrated AR > Incorporation of stakeholders		Yes (AR)
102-13	Membership of associations	SR > Sustainability strategically integrated AR > Incorporation of stakeholders		Yes (AR)
102-14	Statement from senior decision-maker	SR > Foreword		
102-15	Key impacts, risks, and opportunities	SR > Sustainability strategically integrated	The most important topic-specific impacts, risks, and opportunities are	Yes (AR)

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
		AR > Our sustainability strategy	dealt with in the sections on management approaches in the individual chapters as well as in the section on Group-wide risk management.	
		AR > Risk and opportunity report		
102-16	Values, principles, standards, and norms of behavior	SR > Sustainability strategically integrated SR > Integrity in practice, strengthening trust AR > Sustainable corporate governance		Yes (AR)
102-17	Mechanisms for advice and concerns about ethics	SR > Integrity in practice, strengthening trust		
102-18	Governance structure	SR > Sustainability strategically integrated SR > Sustainability strategically integrated AR > Sustainable corporate governance		Yes (AR)
102-19	Delegating authority	SR > Sustainability strategically integrated AR > Sustainable corporate governance		Yes (AR)
102-20	Executive-level responsibility for economic, environmental, and social topics	SR > Sustainability strategically integrated AR > Sustainable corporate governance		Yes (AR)
102-21	Consulting stakeholders on economic, environmental, and social topics	SR > Sustainability strategically integrated SR > Sustainability strategically integrated AR > Incorporation of stakeholders		Yes (AR)

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
102-22	Composition of the highest governance body and its committees	SR > Sustainability strategically integrated AR > Corporate Governance	In conformity with the German Stock Corporation Act, the Supervisory Board is the highest governance body of Daimler AG. The Supervisory Board appoints the members of the Board of Management, which is responsible for the operational management and steering of the Group.	
102-23	Chair of the highest governance body	SR > Sustainability strategically integrated AR > The Supervisory Board		
102-24	Nominating and selecting the highest governance body	AR > Composition and mode of operation of the committees of the Supervisory Board		
102-25	Conflicts of interest	AR > Overall requirement profiles for the composition of the Board of Management and the Supervisory Board		
102-26	Role of highest governance body in setting purpose, values, and strategy	SR > Sustainability strategically integrated AR > Corporate Governance AR > Principles of Board of Management remuneration	Several times a year, our central management committee for sustainability, the Group Sustainability Board (GSB), submits progress reports and proposals for decisions regarding the themes that are part of the Group's sustainable business strategy. Ultimate responsibility is held by the Board of Management, whose members are appointed by the Supervisory Board. The Supervisory Board decides on the non-financial goals of the Board of Management.	
102-27	Collective knowledge of highest governance body	SR > Compliance Management: Complying with laws and regulations AR > Report of the Supervisory Board		
102-28	Evaluating the highest governance body's performance	SR > Sustainability strategically integrated AR > Remuneration of the Supervisory Board		Yes (AR)

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
		AR > Principles of Board of Management remuneration		
		AR > Sustainable corporate governance		
102-29	Identifying and managing economic, environmental, and social impacts	SR > Sustainability strategically integrated SR > Sustainability strategically integrated AR > Risk management		Yes (AR)
102-30	Effectiveness of risk management processes	SR > Sustainability strategically integrated SR > Sustainability strategically integrated AR > Risk management		Yes (AR)
102-31	Review of economic, environmental, and social topics	SR > Sustainability strategically integrated		
102-32	Highest governance body's role in sustainability reporting	SR > Sustainability strategically integrated		
102-33	Communicating critical concerns	SR > Sustainability strategically integrated		
102-34	Nature and total number of critical concerns		By means of the BPO whistleblower system, all employees as well as external whistleblowers can point out critical concerns related to misconduct.	
102-35	Remuneration policies	SR > Sustainability strategically integrated SR > Shaping the digital transformation AR > High attractiveness as an employer AR > The workforce		Yes (AR)

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
102-36	Process for determining remuneration	SR > Sustainability strategically integrated SR > Sustainability strategically integrated AR > High attractiveness as an employer		Yes (AR)
102-37	Stakeholders' involvement in remuneration	AR > Principles of Board of Management remuneration		
102-38	Annual total compensation ratio	AR > Principles of Board of Management remuneration		
102-39	Percentage increase in annual total compensation ratio	AR > Principles of Board of Management remuneration		
102-40	List of stakeholder groups	SR > Sustainability strategically integrated AR > Incorporation of stakeholders		Yes (AR)
102-41	Collective bargaining Agreements	SR > Shaping the digital transformation AR > Partnership with the employees	Collective bargaining Agreements apply to the majority of our employees throughout the Group. Such Agreements apply in particular to all the employees at Daimler AG, Mercedes-Benz AG, and Daimler Truck AG (formerly known as Daimler AG).	Yes (AR)
102-42	Identifying and selecting stakeholders	SR > Sustainability strategically integrated AR > Incorporation of stakeholders		Yes (AR)
102-43	Approach to stakeholder engagement	SR > Sustainability strategically integrated SR > Sustainability strategically integrated AR > Incorporation of stakeholders		Yes (AR)

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
102-44	Key topics and concerns raised	SR > Sustainability strategically integrated SR > Sustainability strategically integrated AR > Incorporation of stakeholders		Yes (AR)
102-45	Entities included in the consolidated financial statements	SR > About this report		
102-46	Defining report content and topic Boundaries	SR > Sustainability strategically integrated SR > Sustainability strategically integrated SR > About this report		
102-47	List of material topics	SR > Sustainability strategically integrated SR > About this report		
102-48	Restatements of information	SR > About this report		
102-49	Changes in reporting	SR > About this report		
102-50	Reporting period	SR > About this report		
102-51	Date of most recent report	SR > About this report		
102-52	Reporting cycle	SR > About this report		
102-53	Contact point for questions regarding the report	SR > About this report SR > Imprint		
102-54	Claims of reporting in accordance with the GRI Standards	SR > About this report		
102-55	GRI content index	SR > GRI Index		
102-56	External assurance	SR > About this report		

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Material topics: GRI 200 Economic

GRI 201: Economic Performance 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	AR > Objectives and strategy		
103-2	The management approach and its components	AR > Objectives and strategy		
103-3	Evaluation of the management approach	AR > Objectives and strategy		
201-1	Direct economic value generated and distributed	AR > Key figures Group AR > Financial position		Yes (AR)
201-2	Financial implications and other risks and opportunities due to climate change	AR > Non-financial risks		
201-3	Defined benefit plan obligations and other retirement plans	AR > Commitments upon termination of service SR > Key figures Human Resources		Yes (AR)
201-4	Financial assistance received from government	AR > Refinancing		Yes (AR)

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GRI 202: Market Presence 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	AR > Remuneration report		
103-2	The management approach and its components	AR > Remuneration report		
103-3	Evaluation of the management approach	AR > Remuneration report		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage		Information about the minimum wages across countries in which the Group's companies are located is not centrally available. The "standard entry salaries" are specific to particular groups within the workforce (e.g. industrial employees, university graduates, temporary workers during vacations etc.). As many of our companies are bound by collective bargaining agreements, and also because employee remuneration is market-oriented, the standard entry salaries do generally lie above the country- or industry-specific minimum wages.	
202-2	Proportion of senior management hired from the local community		The proportion of senior managers who are recruited from a local community is defined locally in the respective sales market or at the production location. The percentage of managers in this category can currently not be determined centrally for the entire Group.	

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GRI 203: Indirect Economic Impacts 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Worldwide commitment		
103-2	The management approach and its components	SR > Worldwide commitment		
103-3	Evaluation of the management approach	SR > Worldwide commitment		
203-1	Infrastructure investments and services supported	SR > Worldwide commitment SR > Reducing the emissions of our vehicles		
203-2	Significant indirect economic impacts		Comprehensive data about the indirect economic impacts are currently not available. We are steadily working to improve our knowledge about indirect economic impacts.	

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GRI 204: Procurement Practices 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Sustainability strategically integrated		
103-2	The management approach and its components	SR > Sustainability strategically integrated		
103-3	Evaluation of the management approach	SR > Sustainability strategically integrated		

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
204-1	Proportion of spending on local suppliers		The cooperation with the suppliers at our locations is variable. It is governed by our central purchasing standards, which serve as orientation guidelines for the units that purchase production materials and non-production materials. Specific information about specific purchasing volumes cannot be provided by the current database.	

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GRI 205: Anti-corruption 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Compliance Management: Complying with laws and regulations		
103-2	The management approach and its components	SR > Compliance Management: Complying with laws and regulations		
103-3	Evaluation of the management approach	SR > Compliance Management: Complying with laws and regulations		
205-1	Operations assessed for risks related to corruption	SR > Compliance Management: Complying with laws and regulations SR > Compliance Management: Complying with laws and regulations AR > Anti-corruption compliance AR > Our compliance management system	Not applicable The reason why the information is not categorized according to the plant/ business activity is that the point of reference for our risk assessment is the level of the entity – in other words, the legal unit or the management unit. After a risk assessment procedure has been carried out, each unit within the risk assessment area is assigned a final risk level that is based on all of that unit's business activities. Our risk analyses show that the risk of corruption is especially high in the case of sales activities in high-risk	Yes (AR)

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Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
		countries. Accordingly, one focus of our anti-corruption activities is on sales companies in high-risk countries, where we implement targeted risk-minimization measures.	
205-2 Communication and training about anti-corruption policies and procedures	SR > Compliance Management: Complying with laws and regulations SR > Compliance Management: Complying with laws and regulations AR > Anti-corruption compliance AR > Our compliance management system	<p>Not applicable</p> <p>a. & d. The central governance body of Daimler AG is the Supervisory Board. The work of the Supervisory Board is not organized according to regions but rather according to functional criteria. As a result, differentiating the information about training courses on anti-corruption activities according to regions would not provide any additional information. The members of the Supervisory Board bear sole responsibility for taking part in the educational and training measures that they need in order to perform their duties, and they receive support for these activities from Daimler AG.</p> <p>e. We publish the absolute number of employees who were trained in corruption-prevention methods during the reporting year. The defined cycles for these training courses are oriented according to the regularly assessed need for them. In line with this information, Daimler pursues a target group-specific and risk-based training strategy. Because of this systematic training strategy, we do not believe that publishing the percentage of participating workers compared to our total workforce would be meaningful. Not all of our employees have the same need for these training courses, and therefore such figures should not be used as the basis for determining the rate of participation in corruption-prevention training courses.</p> <p>e. When we are determining training needs and planning the courses, we do not differentiate by region, but rather by aspects such as a unit's business model, its location in a specific high-risk country, and its</p>	Yes (AR)

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Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
205-3	Confirmed incidents of corruption and actions taken	<p>SR > Compliance Management: Complying with laws and regulations</p> <p>SR > Compliance Management: Complying with laws and regulations</p> <p>AR > Anti-corruption compliance</p> <p>AR > Our compliance management system</p>	<p>function (this is a target group-oriented and risk-based approach). This is because we believe that a differentiation according to employee categories and regions would not be meaningful enough to help us make a contextual assessment of the measures carried out to prevent corruption.</p> <p>The duty of confidentiality</p> <p>c. We also formulate clear compliance requirements for our business partners. For strategic reasons, we do not communicate specific key figures regarding our business partners and their anti-corruption measures.</p> <p>Confidentiality constraints Yes (AR)</p> <p>b. Generally, Daimler does not provide any information about human resources measures taken against employees. We are convinced that providing such information would contravene our employees' personal rights as well as our duty of care as an employer. Because of the small number of cases of corruption that are publicly reported, it would be possible to deduce the human resources measures taken against individuals affected. Irrespective of this policy, Daimler does not receive any information about the outcome of any criminal proceedings against employees. The company is not a participant in such criminal proceedings. As a result, we cannot make any statements as to whether or not an accusation of corruption has been confirmed in criminal proceedings.</p> <p>c. Daimler generally does not make any statements about the total number of confirmed cases in which it terminated or refused to extend contracts with business partners either extraordinarily or in connection with corruption. Because of the small number of individual cases – in relation to the entire sales network of</p>

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Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
		the Daimler Group – it would be possible to identify the business partner in question in a certain region. Such a procedure would not be compatible with the professional confidentiality provisions regarding business partners.	

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GRI 206: Anti-competitive Behavior 2016

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Compliance Management: Complying with laws and regulations	
103-2	The management approach and its components	SR > Compliance Management: Complying with laws and regulations	
103-3	Evaluation of the management approach	SR > Compliance Management: Complying with laws and regulations	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	SR > Compliance Management: Complying with laws and regulations AR > Antitrust compliance	Yes (AR)

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Material topics: GRI 300 Environmental

GRI 301: Materials 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Resource-efficient vehicles		
103-2	The management approach and its components	SR > Resource-efficient vehicles		
103-3	Evaluation of the management approach	SR > Resource-efficient vehicles		
301-1	Materials used by weight or volume	SR > Resource-efficient vehicles	We are currently measuring the use of metals and non-metals in our vehicles. At the moment it is not yet possible for the Group as a whole to break down the total weight of its vehicles into renewable and non-renewable materials. In the future we want to continually expand the use of renewable materials and integrate them into our calculation methods.	
301-2	Recycled input materials used	SR > Resource-efficient vehicles	Today we are already using renewable materials such as recycled plastics in many components. As part of our life cycle assessment of the Mercedes-Benz car fleet, we report on the average weight of the components in which proportions of recycled materials and renewable raw materials are contained. A uniform data collection process that enables the declaration of the percentages of recycled materials used by the entire Daimler Group and by all of its divisions has not yet been implemented. The growing importance of such secondary raw materials is also reflected in our ambition to conserve resources: In 2020 we plan to improve the collection of data for the overall calculation of our materials and to increase transparency.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
301-3	Reclaimed products and their packaging materials	SR > Resource-efficient vehicles	Not applicable No information about recycled products and their packaging materials is available, because our vehicles are delivered without any packaging material.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 302: Energy 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Environmentally friendly and resource-conserving production		
103-2	The management approach and its components	SR > Environmentally friendly and resource-conserving production		
103-3	Evaluation of the management approach	SR > Environmentally friendly and resource-conserving production		
302-1	Energy consumption within the organization	SR > Key figures environment	We record the proportion of renewable energy sources by means of our environmental monitoring system "DUDIS." In 2019 this proportion increased slightly for the Daimler Group. We will continue to significantly increase our expansion of, and transition to, renewable energy sources. One of the measures under way is the total conversion to green electricity at our European production locations, which will be completed in 2022.	Yes (key figures)
302-2	Energy consumption outside of the organization		Because there is currently no international guideline for the determination of energy consumption in Scope 3, we currently have no such data at Daimler at present. We want	

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Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
		to create a possible data collection and calculation system in the medium term. We collect information about the energy consumption outside the Group indirectly via the Scope 3 emissions. Our collection of data about the Scope 3 emissions complies with the international guideline according to the Greenhouse Gas Protocol.	
302-3	Energy intensity	SR > Key figures environment SR > Environmentally friendly and resource-conserving production SR > CO₂ calculation	<p>The specific values are calculated on the basis of our consolidated production locations' quotient of absolute energy consumption and the number of vehicles produced, with regard to the respective division. In the category of energy consumption we also take into account our production locations for major assemblies, components, and CKD vehicles. The numbers of units refer only to Daimler vehicles (they do not include production for other companies). The specific information published here diverges from the values that were used to define our Group's targets for reducing the specific energy consumption per vehicle by 2030.</p> <ul style="list-style-type: none"> • The target program of our Mercedes-Benz Cars division takes into account the additional energy losses due to the expansion of the central power plants (CHP plants). • The target program of our Mercedes-Benz Vans division for the period from 2013 to 2016 also includes the production of vehicles of other companies at the division's own locations.
302-4	Reduction of energy consumption	SR > On the road to CO₂-neutral production SR > Environmentally friendly and resource-conserving production	
302-5	Reductions in energy requirements of	SR > On the road to CO₂-neutral production	

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Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
products and services	SR > Key figures environment		

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GRI 303: Water and Effluents 2018

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1 Explanation of the material topic and its Boundary	SR > Environmentally friendly and resource-conserving production		
103-2 The management approach and its components	SR > Environmentally friendly and resource-conserving production		
103-3 Evaluation of the management approach	SR > Environmentally friendly and resource-conserving production		
303-1 Interactions with water as a shared resource	SR > Environmentally friendly and resource-conserving production SR > Environmentally friendly and resource-conserving production SR > Environmentally friendly and resource-conserving production	<p>One of the central themes of our environmental management is the responsible use of water with regard to its sourcing, consumption, discharge, and effects due to wastewater and process water. Examples of our measures for the efficient use of water are described in the chapter “Environmentally compatible and resource-conserving production.” The status of our international data regarding water does not currently allow us to provide a more differentiated overall account of process water-related impacts. We are planning to standardize and improve the data situation in the medium term.</p>	
303-2 Management of water discharge-related impacts	SR > Environmentally friendly and resource-conserving production	In addition to complying with legal regulations for the treatment and discharge of wastewater, we are implementing various measures at those of our locations that are not subject to wastewater requirements	

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
		SR > Environmentally friendly and resource-conserving production	so that the quality of the discharges can be monitored and managed.	
303-3	Water withdrawal	SR > Environmentally friendly and resource-conserving production SR > Key figures environment	Information about the sourcing and consumption of water comes from various sources, and this information is collected at Daimler's production locations all over the world. That includes water from public utilities, well water, surface water, rainwater, and groundwater from site remediation. This data is available in the overview of the key indicators of our corporate environmental protection measures.	Yes (key figures)
303-4	Water discharge	SR > Environmentally friendly and resource-conserving production SR > Key figures environment		
303-5	Water consumption	SR > Environmentally friendly and resource-conserving production SR > Key figures environment	Information regarding water consumption is primarily included in the key figures for the specific water usage per vehicle produced.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 304: Biodiversity 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Environmentally friendly and resource-conserving production		
103-2	The management approach and its components	SR > Environmentally friendly and resource-conserving production		

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-3	Evaluation of the management approach	SR > Environmentally friendly and resource-conserving production		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		Information about Daimler's business locations inside or adjacent to protected areas cannot be provided in the Sustainability Report because such data are not comprehensively available worldwide.	
304-2	Significant impacts of activities, products, and services on biodiversity		We have no knowledge of significant impacts of our activities, products, or services on biodiversity outside of our production locations.	
304-3	Habitats protected or restored	SR > Environmentally friendly and resource-conserving production	Our internal recommendations regarding biodiversity include practical tips for creating near-natural areas for our production sites. However, on the basis of the current data situation we can only make statements about individual measures that aim at protecting and renaturalizing habitats. As a result, it is not possible to provide a consolidated overview of the dimensions or locations of all of these protected or re-naturalized habitats.	
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations		There is no indication that any species on the Red List of the International Union for Conservation of Nature (IUCN) or on national lists of protected species, or the species' habitats, have been affected by Daimler's business operations. However, it cannot be excluded that our business activities may have an impact on threatened animal and plant species.	

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Reducing the emissions of our vehicles		
103-2	The management approach and its components	SR > Reducing the emissions of our vehicles		
103-3	Evaluation of the management approach	SR > Reducing the emissions of our vehicles		
305-1	Direct (Scope 1) GHG emissions	SR > Reducing the emissions of our vehicles SR > Key figures environment AR > Climate protection		Yes (key figures)
305-2	Energy indirect (Scope 2) GHG emissions	SR > Reducing the emissions of our vehicles SR > Key figures environment AR > Climate protection		Yes (key figures)
305-3	Other indirect (Scope 3) GHG emissions	SR > Reducing the emissions of our vehicles SR > Reducing the emissions of our vehicles	Our "Ambition 2039" (which aims to achieve CO ₂ neutrality for the new vehicle fleet of Mercedes-Benz Cars by 2039) focuses on the reduction of emissions per produced vehicle. We are therefore reporting on the specific Scope 3 emissions of Mercedes-Benz Cars. A valid distinction between the CO ₂ emissions due to fossil and biogenic energy sources for Scope 3, especially in the area of the supply chain, is not feasible.	Yes (SR)
305-4	GHG emissions intensity	SR > CO₂ calculation		
305-5	Reduction of GHG emissions	SR > CO₂ calculation	We have reached our goals of reducing our greenhouse gas emissions by 20 percent in absolute terms and by 66 percent specifically between 1990 and 2020.	

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Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
		Numerous energy efficiency and CO ₂ reduction projects have helped to reduce our CO ₂ emissions. All of them are stored in our Group-wide database. Precisely detailed CO ₂ reductions resulting from these measures cannot be provided reliably on account of contrary effects (e.g. production increases, increased floor space etc.) and the technical difficulty of measuring the reductions. However, the decrease of absolute CO ₂ emissions does include these reductions.	
305-6	Emissions of ozone-depleting substances (ODS)	The legal regulations concerning the emission of ozone-depleting substances are complied with at all Daimler production sites. However, we cannot exclude the possible emission of very small amounts of ozone-depleting substances. These emissions would be within the legally permissible limits, and we therefore do not separately collect the relevant data.	
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	SR > Key figures environment	

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GRI 306: Effluents and Waste 2016

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Environmentally friendly and resource-conserving production	
103-2	The management approach and its components	SR > Environmentally friendly and resource-conserving production	

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Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-3	Evaluation of the management approach	SR > Environmentally friendly and resource-conserving production		
306-1	Water discharge by quality and destination	SR > Key figures environment	Information about the volumes of wastewater and how they are discharged (direct/indirect discharge) is available in the key indicators tool related to corporate environmental protection. The quality of the discharge is monitored by the production sites on the basis of the required limits.	
306-2	Waste by type and disposal method	SR > Key figures environment	Waste disposal audits are conducted at selected waste disposal companies in order to check whether the disposal is conducted correctly. As a rule, the type of disposal process that is used depends on the type of waste. These requirements are defined by legal regulations. The Daimler standard for waste management is applied.	Yes (key figures)
306-3	Significant spills		Not applicable No significant spills of harmful substances are known to have occurred during the reporting year. As part of our environmental management measures, we have initiated processes that will prevent events of this kind from occurring or will enable us to react appropriately if they should nonetheless occur.	
306-4	Transport of hazardous waste		Not applicable The Sustainability Report does not contain any information about the transportation of hazardous waste, because no waste was exported in accordance with the Basel Convention.	
306-5	Water bodies affected by water discharges and/or runoff		Not applicable The Sustainability Report does not contain any information about wastewater discharge or about bodies of water impacted by such a	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
		discharge, because during the reporting period there were no significant impacts due to wastewater discharge on bodies of water or on the related habitats.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 307: Environmental Compliance 2016

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1 Explanation of the material topic and its Boundary	SR > Reducing the emissions of our vehicles		
103-2 The management approach and its components	SR > Reducing the emissions of our vehicles		
103-3 Evaluation of the management approach	SR > Reducing the emissions of our vehicles		
307-1 Non-compliance with environmental laws and regulations	SR > Reducing the emissions of our vehicles		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 308: Supplier Environmental Assessment 2016

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1 Explanation of the material topic and its Boundary	SR > Designing raw material supply chains sustainably		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-2	The management approach and its components	SR > Designing raw material supply chains sustainably		
103-3	Evaluation of the management approach	SR > Sustainability strategically integrated		
308-1	New suppliers that were screened using environmental criteria	SR > Sustainability strategically integrated SR > Climate protection in the supply chain SR > Designing supply chains sustainably AR > Sustainability in our supply chain	We require all our suppliers of production materials to operate with an environmental management system that is certified according to ISO 14001, EMAS or other comparable standards. This also applies to all of our new suppliers of production materials. This applies to services on a risk- and tender-dependent basis. During the reporting year a total of 1,127 CSR audits were conducted in order to check whether the respective suppliers had an environmental management system according to ISO 14001 in place. In the medium term we are planning to cooperate even more closely with our suppliers and sensitize them to environmental issues.	Yes (AR)
308-2	Negative environmental impacts in the supply chain and actions taken		Due to the complexity of the entire supply chain and the challenging task of gaining an overview, we cannot provide any percentage data regarding actual or potential negative environmental impacts by our suppliers. As part of our efforts to make our supply chains more transparent, we are also striving to gain a better overview of any negative impacts on the environment in the supply chains.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Material topics: GRI 400 Social

GRI 401: Employment 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Shaping the digital transformation		
103-2	The management approach and its components	SR > Shaping the digital transformation		
103-3	Evaluation of the management approach	SR > Shaping the digital transformation		
401-1	New employee hires and employee turnover	SR > Shaping the digital transformation SR > Key figures Human Resources	Our human resources system does not currently track information on new employee hires according to age groups or regions.	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR > Shaping the digital transformation		
401-3	Parental leave	SR > Shaping the digital transformation SR > Key figures Human Resources	Our human resources system does not currently track the total number of employees who were still employed twelve months after their return to work from parental leave or the retention rates of these employees. However, we have numerous measures in place to ensure job security as well as opportunities for further professional development for all of our employees returning from parental leave.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 402: Labor/Management Relations 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Shaping the digital transformation		
103-2	The management approach and its components	SR > Shaping the digital transformation		
103-3	Evaluation of the management approach	SR > Shaping the digital transformation		
402-1	Minimum notice periods regarding operational changes		<p>Not applicable</p> <p>According to the German Works Council Constitution Act, the works council must be informed about major operational changes in a timely manner. However, this Act does not define a precise deadline for providing this information.</p>	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 403: Occupational Health and Safety 2018

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Safe and healthy work		
103-2	The management approach and its components	SR > Safe and healthy work		
103-3	Evaluation of the management approach	SR > Safe and healthy work		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
403-1	Occupational health and safety management system	SR > Safe and healthy work SR > Safe and healthy work AR > Health and safety		Yes (AR)
403-2	Hazard identification, risk assessment, and incident investigation	SR > Safe and healthy work SR > Safe and healthy work AR > Health and safety	At Daimler, temporary employees are subject to the same regulations as regular employees. Daimler has established a process for instructing and monitoring external employees and is implementing this process. Any accidents occurring to external employees are also documented.	Yes (AR)
403-3	Occupational health services	SR > Safe and healthy work SR > Key figures Human Resources AR > Health and safety		Yes (AR)
403-4	Worker participation, consultation, and communication on occupational health and safety		At each of our locations we have established occupational protection committees in which employees can participate. At Daimler, temporary employees are subject to the same regulations as regular employees. Temporary workers can also raise issues in the committees.	
403-5	Worker training on occupational health and safety	SR > Safe and healthy work		
403-6	Promotion of worker health	SR > Safe and healthy work SR > Key figures Human Resources		
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SR > Safe and healthy work	In order to prevent and mitigate negative impacts on occupational safety in external companies, we adhere to a variety of safety regulations, such as our “A30 – Occupational and Health Protection” policy, as well as the currently valid legal regulations. The process of instructing and monitoring external companies with external employees is being implemented as required.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
403-8	Workers covered by an occupational health and safety management system	SR > Safe and healthy work		
403-9	Work-related injuries	SR > Safe and healthy work SR > Key figures Human Resources	Confidentiality constraints As part of our local risk management process for occupational safety risks, the Corporate Safety unit conducts safety risk management measures at our Group-owned production facilities. Together with Corporate Environmental Protection, safety engineers from the Corporate Safety Department conduct due diligence audits at all of our Group-owned production facilities every five years. The audit covers the implementation of our corporate policy for occupational and health protection; external employees and external companies are also included in the auditing scope. For reasons of confidentiality, the figures regarding risk management are not published.	
403-10	Work-related ill health		Data on work-related ill health are not gathered at the international level. For Germany, these data are held by the employers' liability insurance association, which does not break down the data according to individual companies.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 404: Training and Education 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Qualifying our employees for tomorrow AR > A competitive workforce		Yes (AR)

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-2	The management approach and its components	SR > Qualifying our employees for tomorrow AR > A competitive workforce		Yes (AR)
103-3	Evaluation of the management approach	SR > Qualifying our employees for tomorrow		
404-1	Average hours of training per year per employee	SR > Qualifying our employees for tomorrow SR > Qualifying our employees for tomorrow SR > Key figures Human Resources	Seven training hours are calculated per training day. We are currently reporting on Daimler AG, Mercedes-Benz AG, and Daimler Truck AG (in Germany). We do not have a Group-wide IT system that includes the data for the entire Group that would allow us to break it down according to employee categories.	
404-2	Programs for upgrading employee skills and transition assistance programs	SR > Qualifying our employees for tomorrow SR > Qualifying our employees for tomorrow	a. Qualification courses that are oriented toward transition assistance and support are conducted according to current needs, depending on changes in the product portfolio or the product program of the respective location. The qualification measures are agreed on with the individual employees as part of the annual training-related meeting with a supervisor. The company offers skills management systems that support a targeted human resources development process. b. Individual talks between supervisors and employees are held as needed. Even after they have retired, our former employees can be temporarily redeployed at Daimler as senior experts.	
404-3	Percentage of employees receiving regular performance and career development reviews	SR > Qualifying our employees for tomorrow	The exact percentage is not currently determined. We comprehensively ensure that our employees' performance is regularly assessed by means of various measures at different management levels. The performance management system "My contribution" is in place for Levels 1-4. We have established the NAVI process for non-production employees below Level 4 at	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
		Daimler AG, Mercedes-Benz AG, and Daimler Truck AG. NAVI is a standardized leadership process consisting of initial leadership discussions, reviews conducted during the year, and final discussions. In the course of the discussions, the managers and the employees agree on quantitative and qualitative targets and generally also on a personal development goal. LEAD is still the current system for identifying and confirming the leadership potential of employees.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 405: Diversity and Equal Opportunity 2016

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1 Explanation of the material topic and its Boundary	SR > Promoting diversity and equality AR > A competitive workforce		Yes (AR)
103-2 The management approach and its components	SR > Promoting diversity and equality AR > A competitive workforce		Yes (AR)
103-3 Evaluation of the management approach	SR > Promoting diversity and equality AR > A competitive workforce		Yes (AR)
405-1 Diversity of governance bodies and employees	SR > Promoting diversity and equality AR > Overall requirement profiles for the composition of the Board of Management and Supervisory Board		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
	SR > Key figures Human Resources		
405-2	Ratio of basic salary and remuneration of women to men	In the companies that are covered by a collective bargaining agreement, the respective collective wage agreements apply. In line with our global remuneration policy, the remuneration agreements and the collective bargaining agreements are gender-neutral. The remuneration systems are company-specific. As a result, a comparison of these systems is possible only for selected individual companies or workforce groups, but not for the Group as a whole. The total remuneration may consist of other components in addition to the monthly remuneration; for this reason, these total amounts cannot be compared. As part of our implementation of the Transparency in Wage Structure Act at Daimler AG, Mercedes-Benz AG, and Daimler Truck AG, each employee has been given access to detailed and current information about the amount and the various components of his or her remuneration in comparison to the respective data for his or her comparison groups (for women and for men).	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 406: Non-discrimination 2016

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary		Yes (AR)
	SR > Promoting diversity and equality		
	AR > A competitive workforce		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-2	The management approach and its components	SR > Promoting diversity and equality AR > A competitive workforce		Yes (AR)
103-3	Evaluation of the management approach	SR > Promoting diversity and equality AR > A competitive workforce		Yes (AR)
406-1	Incidents of discrimination and corrective actions taken		Confidentiality constraints For reasons of confidentiality, we do not publish any statistical information about cases of discrimination.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 407: Freedom of Association and Collective Bargaining 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Recognizing risks, taking targeted action		
103-2	The management approach and its components	SR > Recognizing risks, taking targeted action		
103-3	Evaluation of the management approach	SR > Recognizing risks, taking targeted action		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	SR > Recognizing risks, taking targeted action		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 408: Child Labor 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Recognizing risks, taking targeted action AR > Human rights compliance		Yes (AR)
103-2	The management approach and its components	SR > Recognizing risks, taking targeted action AR > Human rights compliance		Yes (AR)
103-3	Evaluation of the management approach	SR > Recognizing risks, taking targeted action		
408-1	Operations and suppliers at significant risk for incidents of child labor	SR > Recognizing risks, taking targeted action		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 409: Forced or Compulsory Labor 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Recognizing risks, taking targeted action		
103-2	The management approach and its components	SR > Recognizing risks, taking targeted action		
103-3	Evaluation of the management approach	SR > Recognizing risks, taking targeted action		
409-1	Operations and suppliers at	SR > Recognizing risks, taking targeted action		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
	significant risk for incidents of forced or compulsory labor			

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 410: Security Practices 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Recognizing risks, taking targeted action		
103-2	The management approach and its components	SR > Recognizing risks, taking targeted action	In general, the topic area of security personnel and their conduct is considered to be associated with risks. We deal with the area of security and the implementation of concrete security measures within the framework of our specific management approach to human rights.	
103-3	Evaluation of the management approach	SR > Recognizing risks, taking targeted action		
410-1	Security personnel trained in human rights policies or procedures	SR > Recognizing risks, taking targeted action	In the area of security services, we work with service providers. These service providers are obligated to respect human rights in accordance with our sustainability standards. All of our external service providers have access to our Compliance Awareness module, which includes a special chapter dealing with corporate responsibility in the area of human rights. We do not publish any information (in absolute figures or percentages) about completion of the Compliance Awareness module by external service providers. We want to ensure that the relevant managers, their employees, and the providers of security services are well-versed	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
			regarding Daimler's requirements with respect to human rights. To ensure this, we include these policies in our standard internal regulations and in our existing contracts with suppliers and providers of security services. We also continually review these contracts.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 411: Rights of Indigenous Peoples 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Recognizing risks, taking targeted action		
103-2	The management approach and its components	SR > Recognizing risks, taking targeted action		
103-3	Evaluation of the management approach	SR > Recognizing risks, taking targeted action		
411-1	Incidents of violations involving rights of indigenous peoples		Indigenous peoples were identified as a risk group by the risk assessment we conducted as part of our human rights due diligence approach, the so-called Human Rights Respect System. The rights of indigenous peoples, especially in connection with the extraction and processing of certain raw materials, are classified as potentially violated with respect to human rights. Further steps and measures in individual cases derive as a result of this general risk assessment within the framework of our human rights due diligence system.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 412: Human Rights Assessment 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Recognizing risks, taking targeted action AR > Human rights compliance		Yes (AR)
103-2	The management approach and its components	SR > Recognizing risks, taking targeted action AR > Human rights compliance		Yes (AR)
103-3	Evaluation of the management approach	SR > Recognizing risks, taking targeted action		
412-1	Operations that have been subject to human rights reviews or impact assessments	SR > Recognizing risks, taking targeted action	Since the beginning of the reporting year, risks to human rights within our Group companies have been addressed by the Social Compliance department. At the seven Group companies named in the Sustainability Report, we have launched a pilot project which as of the coming reporting year aims to further develop the regularly scheduled risk analysis and risk classification as part of our compliance management system. At the moment we are methodically developing the classification and risk-based monitoring of human rights aspects at all Group companies. Starting in the coming reporting year, these processes will be integrated into our compliance review cycle.	
412-2	Employee training on human rights policies or procedures	SR > Recognizing risks, taking targeted action	Not applicable The total number of hours devoted specially to human rights training cannot be reliably estimated or reported, because these training programs are conducted through a variety of means, including web-based training courses and other autodidactic programs that our employees complete in their own time and at their own pace. As a result, we do not specifically evaluate the number of hours that are spent on a	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
			training course that includes human rights guidelines and processes.	
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		<p>Confidentiality constraints</p> <p>For reasons of confidentiality regarding our business partners, we do not publish any specific details about investment agreements and contracts with our partners.</p>	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 413: Local Communities 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Worldwide commitment		Yes (SR)
103-2	The management approach and its components	SR > Worldwide commitment		Yes (SR)
103-3	Evaluation of the management approach	SR > Worldwide commitment		Yes (SR)
413-1	Operations with local community engagement, impact assessments, and development programs	SR > Worldwide commitment SR > Sustainability strategically integrated	<p>Most of the societally and socially beneficial activities of the employees at our business locations are decentrally organized and implemented. As a result, there is no central collection of data that could be used to calculate the percentage of Daimler locations where measures that involve local communities have been implemented. Information about centrally coordinated activities can be found in the “Corporate Citizenship” section of this report.</p>	Yes (SR)

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
413-2	Operations with significant actual and potential negative impacts on local communities		<p>Not applicable</p> <p>The External Affairs department does not make any independent decisions about operational business that could potentially have negative effects on local communities. Our aim is to conduct discussions between representatives of local communities and the Daimler Group that lead to an outcome that is beneficial for everyone involved.</p>	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 414: Supplier Social Assessment 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Recognizing risks, taking targeted action		
103-2	The management approach and its components	SR > Recognizing risks, taking targeted action		
103-3	Evaluation of the management approach	SR > Recognizing risks, taking targeted action		
414-1	New suppliers that were screened using social criteria	SR > Recognizing risks, taking targeted action SR > Recognizing risks, taking targeted action		
414-2	Negative social impacts in the supply chain and actions taken		<p>Due to the complexity of the supply chain and the challenges connected with it, we cannot provide any percentages regarding significant actual or potential negative social impacts. As part of our efforts to increase transparency in our supply chains, we also systematically search</p>	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
			for and investigate any negative social impacts.	

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 415: Public Policy 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Establishing dialog and exchange AR > Political dialogue and representation of interests		Yes (AR)
103-2	The management approach and its components	SR > Establishing dialog and exchange AR > Political dialogue and representation of interests		Yes (AR)
103-3	Evaluation of the management approach	SR > Establishing dialog and exchange		
415-1	Political contributions	SR > Establishing dialog and exchange		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 416: Customer Health and Safety 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Assistance systems: Prevention is the top priority		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-2	The management approach and its components	SR > Assistance systems: Prevention is the top priority		
103-3	Evaluation of the management approach	SR > Assistance systems: Prevention is the top priority		
416-1	Assessment of the health and safety impacts of product and service categories	SR > Assistance systems: Prevention is the top priority		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	SR > Assistance systems: Prevention is the top priority		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 418: Customer Privacy 2016

Standard	Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1	Explanation of the material topic and its Boundary	SR > Responsible use of data AR > Data compliance		Yes (AR)
103-2	The management approach and its components	SR > Responsible use of data AR > Data compliance		Yes (AR)
103-3	Evaluation of the management approach	SR > Responsible use of data		
418-1	Substantiated complaints concerning breaches of customer privacy	SR > Responsible use of data		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
and losses of customer data			

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures

GRI 419: Socioeconomic Compliance 2016

Standard Disclosure	Reference	Additional information and reasons for omission	External assurance*
103-1 Explanation of the material topic and its Boundary	SR > Compliance management: Complying with laws and regulations AR > Legal and tax risks		
103-2 The management approach and its components	SR > Compliance management: Complying with laws and regulations AR > Legal and tax risks		
103-3 Evaluation of the management approach	SR > Compliance management: Complying with laws and regulations AR > Legal and tax risks		
419-1 Non-compliance with laws and regulations in the social and economic area	SR > Compliance management: Complying with laws and regulations AR > Legal and tax risks		

* The external assurance was carried out on the basis of the corresponding PDF documents and the overview of key figures