



Corporate Responsibility at MAN 2016

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Integration

Our CR Strategy 2020+ empowers us to help solve the problems facing society. For its successful implementation, corporate responsibility (CR) must be thoroughly integrated in our core business activities. It is built on the cornerstones of responsible corporate governance and open dialog with customers and other stakeholders. Through our corporate citizenship initiatives and MAN aid to refugees, we also make a lasting contribution to sustainable development.

Responsible corporate governance is the cornerstone

Our management complies with internationally and nationally recognized standards of good and responsible corporate governance.

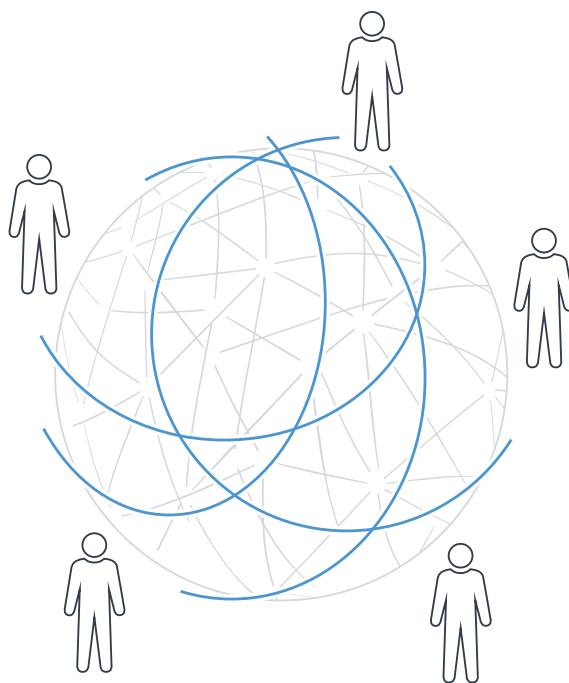
Important policies and guidelines include:



- Corporate law and financial regulations
- The German Corporate Governance Code
- The UN Global Compact
- > Our Code of Conduct
- Our Articles of Association and internal policies

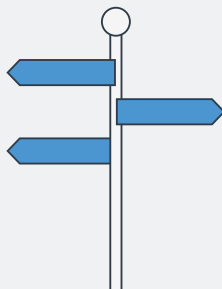
The Code of Conduct provides guidance

Our Code of Conduct outlines standards of behavior that are binding for all our employees in their daily work. Our compliance policies also provide concrete instructions for handling ambiguous situations. Relations with our business associates are regulated by our Code of Conduct for Suppliers and Business Partners, which requires them to comply with basic principles of corporate responsibility, transparency, fairness, and data protection.



Building awareness among new employees

In 2016, we offered training courses within the framework of the MAN onboarding program aimed at integrating new employees seamlessly into the world of MAN. In the “We at MAN” course offered by MAN Truck & Bus, participants learn about the structure and responsibilities of all functional areas within the Company. They also have a chance to dialog with experts in three marketplaces themed around corporate responsibility & environment, health management, and compliance.



116

new employees participated in the MAN onboarding program
in 2016.

Safeguarding ethical practices

MAN does not tolerate illegal or irregular conduct. Rolled out in 2010, our compliance management system helps us detect non-compliance at an early stage and respond quickly, effectively, and consistently. It is designed to address issues related to white-collar crime – in particular, the prevention of corruption, money laundering, as well as terrorism financing – and antitrust law. All MAN employees can contact the Compliance Helpdesk by phone or e-mail to obtain answers to compliance-related questions.

2,205

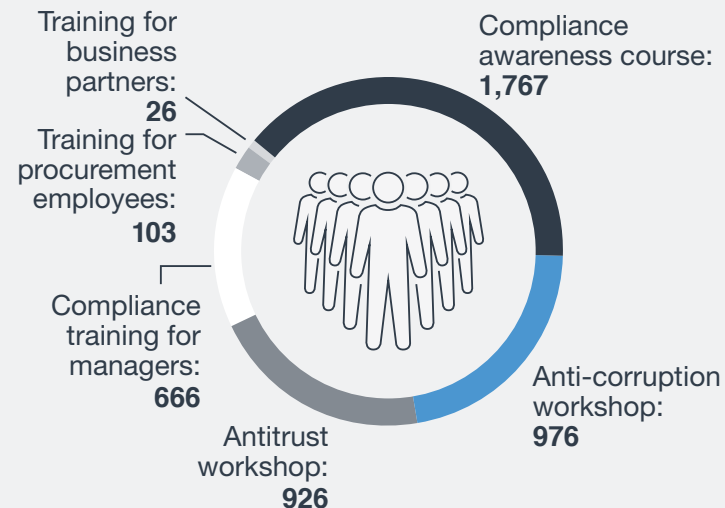
employee questions were answered by the MAN Compliance Helpdesk in 2016.

4,464

MAN employees across the Group received information and training on a variety of compliance issues in 2016.

Participants in compliance training courses in 2016

MAN Group (4,464)



Dialog with policymakers and businesses

We are actively working to develop solutions for global challenges. To this end, we also contribute our knowledge and expertise to the ongoing political debate.

For instance, as part of the [Munich Business Climate Pact](#) initiated by the City of Munich, we have joined forces with 14 other large Munich-based companies to work toward the shared goal of reducing greenhouse gas emissions.

MAN is making an important contribution to the Climate Pact through the construction of a combined heat and power plant at its Munich site.





Entering into dialog with customers

Successful cooperation is built on dialog – a trust-based exchange with our stakeholders. A high level of customer satisfaction plays a key role here.


90%

of customers surveyed in 2016 gave MAN Truck & Bus a rating of at least “good” or “very good.”
This indicates that customer satisfaction has shown a further rise compared to 2015 levels.
MAN Truck & Bus conducted telephone surveys of more than 40,000 customers as part of its CustomerFirst Study.

Customer information

By optimizing the operation of our products, our customers help not only to improve product safety, but also to conserve resources. We therefore inform them specifically about factors, such as rolling resistance and aerodynamic drag, which influence vehicle emissions and fuel consumption. The calculations can be simulated using the [TCO calculator](#) (total cost of ownership) on the MAN Truck & Bus website.

TCO



Acquisition €

Fuel liter/100 km

Human Resources €/month

Maintenance & Repair €/month

Customer awareness

We provide regular training in climate and environmental issues to MAN Truck & Bus sales employees. This enables them to provide competent advice to our customers.

700

sales employees completed training courses on climate protection and the environment in 2016.



Creating a brighter future for people in need

As part of our long-term partnership with SOS Children's Villages, we have pledged annual funding of €150,000 to support SOS Children's Villages facilities in Germany, Ethiopia, and Haiti. In the year under review, a key focus of our support was on a variety of refugee aid projects. In addition to offering financial assistance, we strongly encourage employee volunteering.

67

MAN employees volunteered some 500 hours in SOS Children's Villages facilities in the year under review.



Donations

€1.1 Mio

In 2016, MAN donated €1.1 million to charitable projects (2015: €837,937) – with a focus on scientific, educational, and social welfare initiatives.

Vocational training for refugees

We see immigration as an opportunity. The shortage of skilled professionals in Germany will only increase as the country's demographics continue to shift. The decisive thing now is to give motivated refugees a chance to build a better future. To this end, MAN not only makes donations to integration projects, but also fosters the integration of refugees in the Company.

39

young refugees were integrated in the MAN Group through a variety of channels in 2016:

18 young refugees completed initial vocational training.

20 refugees were offered internships.

3 refugees were employed.

Partnership with Mercy Ships

In 2016, MAN Diesel & Turbo and the non-governmental organization Mercy Ships formalized their long-standing partnership by signing a sponsorship agreement. Mercy Ships is a health care charity which operates worldwide. Its hospital ships offer free state-of-the-art medical services to people with no regular access to health care.

Each year MAN Diesel & Turbo provides spare parts to the value of up to

€ **250,000**



for the four engines of the M/V Africa Mercy hospital ship.