

VOLVO GROUP

GRI G4 SUPPLEMENT TO THE ANNUAL AND SUSTAINABILITY REPORT 2015

Integrating sustainability into reporting

The Volvo Group is on a journey towards the integration of sustainability reporting within our overall reporting approach. In 2015, we took the decision not to publish a standalone Sustainability Report.

Key sustainability information, determined through our materiality process, is included in the Volvo Group Annual and Sustainability Report 2015, which is available on our website at www.volvogroup.com.

GRI G4

This supplement is aimed at stakeholders with specific interest in our corporate social responsibility (CSR) and economic, environmental and social sustainability strategy and performance.

It is aligned with the Global Reporting Initiative (GRI) G4 Guidelines at Core level and acts as an indexed guide to G4 sustainability disclosures contained within the Annual and Sustainability Report 2015. It also provides supporting information about our management approach plus performance updates and data on material topics not covered in the Annual and Sustainability Report 2015.

This document should be read in conjunction with our Annual and Sustainability Report 2015.



VOLVO

Volvo Group

GENERAL STANDARD DISCLOSURES

Indicator	Description	Reference
STRATEGY AND ANALYSIS		
G4-1	Statement from the most senior decision-maker about the relevance of sustainability and the organisation's strategy for addressing sustainability.	On October 22, 2015 Martin Lundstedt, 47, took over as President and Chief Executive Officer of the Volvo Group. This role was previously held by Olof Persson, from 2011 to April 2015. In his sustainability statement in the Annual and Sustainability Report 2015, Martin Lundstedt talks about the economic, environmental and social dimensions of sustainability. The full statement can be found on page 52 of the Annual and Sustainability Report 2015.
G4-2	Key impacts, risks, and opportunities	Business impacts, risks and opportunities for the Volvo Group are outlined in the Board of Directors' Report in the Annual and Sustainability Report 2015 (page 76 to 109). This information was included in the materiality process, which identified our key sustainability topics for 2015. A summary of our materiality process is included in the Annual and Sustainability Report 2015 (page 56). Full details are given in the standard disclosures G4-18 to G4-23 (below).
ORGANIZATIONAL PROFILE		
G4-3	Name of the organization	The company is registered in Sweden as AB Volvo (publ).
G4-4	Primary brands, products, and services	The Volvo Group has grown into the world's second largest manufacturer of heavy-duty trucks and one of the largest manufacturers of buses and construction equipment and is today also a leading manufacturer of heavy-duty diesel engines and marine and industrial engines. The Volvo Group's brand portfolio consists of Volvo, Volvo Penta, UD, Terex Trucks, Renault Trucks, Prevost, Nova bus and Mack. We partner in alliances and joint ventures with the Sunwin, SDLG, Eicher and Dongfeng brands. Volvo Financial Services provides customer financing and leasing, dealer financing, and fee-based products such as insurance. See the Annual and Sustainability Report 2015 (page 8).
G4-5	Location of the organization's headquarters	The Volvo Group's headquarters are in Gothenburg, Sweden.
G4-6	Number of countries where the organization operates and names of countries with significant operations or relevance to sustainability	The Volvo Group has 66 production sites in 18 countries and sells products and services in 190 markets. Our main operations are located in Sweden, where the company was founded in 1927. We have several operations in the US, Brazil, India and China. For a list of all sites, see the Annual and Sustainability Report 2015 (page 34).
G4-7	Nature of ownership and legal form	The Volvo share is listed on the stock exchange Nasdaq Stockholm, Sweden.
G4-8	Markets served (geographic breakdown, sectors served, and types of customers and beneficiaries)	The Volvo Group sells its products in 190 countries. The Group's five largest markets are the US, France, Brazil, Japan and the United Kingdom. The majority of customers are companies within the transportation or construction industries. For more detailed information, see the Annual and Sustainability Report 2015 (pages 4, 76).
G4-9	Scale of the organization (total employees, operations, net sales, products)	The Volvo Group employs 99,501 people, for geographical spread see page 35. In 2015, the Volvo Group's wholly-owned truck operations delivered 207,475 trucks. The Group also delivered 44,708 items of construction equipment, 8,825 buses, 15,295 industrial engines and 17,413 marine engines. Volvo Group net sales amounted to SEK 312.5 bn.

GENERAL STANDARD DISCLOSURES

Indicator	Description	Reference																																				
G4-10	Total number of employees	The Volvo Group employs 99,501 people of which 11,037 are temporary employees or consultants. The 88,464 regular employees in the Volvo Group at 31 December 2015, had the following gender spread per region: <table border="1" data-bbox="760 470 1432 776"> <thead> <tr> <th colspan="4">EMPLOYEES 2015</th> </tr> <tr> <th>Number</th> <th>Total</th> <th>Male, %</th> <th>Female, %</th> </tr> </thead> <tbody> <tr> <td>Sweden</td> <td>20,412</td> <td>78</td> <td>22</td> </tr> <tr> <td>Europe, excluding Sweden</td> <td>27,662</td> <td>82</td> <td>18</td> </tr> <tr> <td>North America</td> <td>15,534</td> <td>81</td> <td>19</td> </tr> <tr> <td>South America</td> <td>5,380</td> <td>85</td> <td>15</td> </tr> <tr> <td>Asia</td> <td>17,046</td> <td>87</td> <td>13</td> </tr> <tr> <td>Other markets</td> <td>2,430</td> <td>85</td> <td>15</td> </tr> <tr> <td>Total</td> <td>88,464</td> <td>82</td> <td>18</td> </tr> </tbody> </table>	EMPLOYEES 2015				Number	Total	Male, %	Female, %	Sweden	20,412	78	22	Europe, excluding Sweden	27,662	82	18	North America	15,534	81	19	South America	5,380	85	15	Asia	17,046	87	13	Other markets	2,430	85	15	Total	88,464	82	18
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G4-11	Percentage of employees covered by collective bargaining agreements	The Volvo Group reports on collective bargaining agreements in 24 countries, up from 16 countries. The latest study covered nearly 95% of all regular employees worldwide. Overall, 71% of regular employees in these 24 countries were covered by collective bargaining agreements, and we estimate that more than 43% of regular employees were members of an independent trade union. As detailed in the Annual and Sustainability Report 2015 (page 73).																																				
G4-12	The organization's supply chain	In total, close to 43,000 suppliers deliver products and services to the Volvo Group. The group purchased goods and services from suppliers at a value of SEK 210.6 billion during 2015. Details of how we work with our suppliers are included in the Annual and Sustainability Report 2015 (page 30).																																				
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	Major changes include the completion of our acquisition of 45% of the Chinese manufacturer, Dongfeng Commercial Vehicles, in January 2015. The Board of Directors of AB Volvo decided in April to appoint Martin Lundstedt as the new President and Chief Executive Officer of the Volvo Group. Martin Lundstedt assumed his position in October. Information about other changes is listed in the Annual and Sustainability Report 2015 (page 169).																																				
G4-14	Whether and how the precautionary approach or principle is addressed by the organization	Our Code of Conduct sets out our approach to the precautionary principle, as follows: The Volvo Group shall avoid materials and methods posing environmental and health risks when suitable alternatives are available. Particular emphasis shall be put on evaluating the potential risks of present and future substances and operations in order to minimize the negative impact on the environment.																																				
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	The Volvo Group has been a signatory to the United Nations Global Compact (UNGC) on socially responsible business practices since 2001. We have embarked on the journey to implement the UN Guiding Principles for Business and Human Rights and we actively support the aims of several of the UN's Sustainable Development Goals. The Volvo Group reports to the CDP and is included in its Climate Disclosure Leadership Index. Since 2002 the Volvo Group has qualified every year for inclusion in the Dow Jones Sustainability World index, except one. In 2015 we supported the "We mean business coalition plan" at COP 21. More information can be found in the Annual and Sustainability Report 2015 (page 70 and 106).																																				

GENERAL STANDARD DISCLOSURES

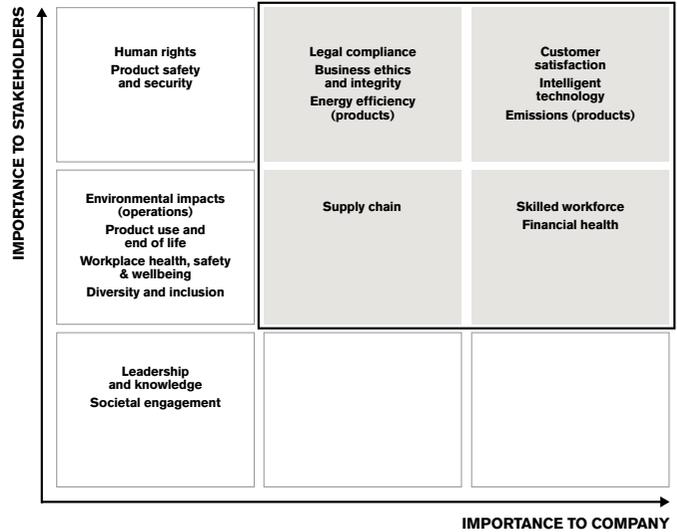
Indicator	Description	Reference
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organizations	<p>The Volvo Group was the world's first automotive manufacturer approved by WWF to participate in their Climate Savers program in 2010. In 2014, we renewed our commitment for the period 2015 to 2020.</p> <p>In 2014, the Volvo Group CEO was appointed co-chair of the United Nations (UN) High-level Advisory Group on Sustainable Transport, for a period of three years.</p> <p>The Volvo Group is an active member of the Swedish Leadership for Sustainable Development network and the World Economic Forum.</p> <p>We participate in many trade and industry forums including:</p> <ul style="list-style-type: none"> • American Bus Association • American Public Transport Association • American Trucking Associations • Association of Equipment Manufacturers in the US • Committee for European Construction Equipment (CECE) • European Association of Internal Combustion Engine Manufacturers (Euromot) • European Automobile Manufacturers' Association (ACEA) • International Road transport Union (IRU) • International Transport Forum (ITF) • International Union of Public Transport (UITP) • Japan Automobile Manufacturers Association (JAMA) • National Marine Manufacturers Association • Society of Indian Automobile Manufacturers (SIAM) • Truck and Engine Manufacturers Association (EMA) in the US <p>At the end of 2015, the Volvo Group decided to leave the National Mining Association (NMA) over the lobbying group's stance on climate change.</p>

MATERIAL ASPECTS AND BOUNDARIES

G4-17	All entities included in the organization's consolidated financial statements or equivalent documents	Our accounting principles and our definition of entities covered by the Notes to the financial statements in our Annual and Sustainability Report 2015 (page 111 and 122).
G4-18	The process for defining the sustainability content and the aspect boundaries	<p>Identification: a cross-functional workshop from Legal, Compliance, Strategy, Sales, Finance, Investor Relations, CSR including Production and Supply Chain, HR and Communication identified the topics of highest impact on the business's ability to create value over time. They reviewed a wide range of sources, including internal business reporting, global drivers, investor questions, media stories, competitor activity, customer surveys, and legislation. The issues of highest importance to stakeholders were identified through existing feedback mechanisms (customer surveys) and direct consultation (roundtables and interviews).</p> <p>Prioritization: a shortlist of topics was prioritized through quantitative and qualitative survey. Volvo Group managers across a representative spread of geographies and business units rated each topic according to its potential impact on the business and likelihood of occurrence. The 2015 calculation of stakeholder importance was based on direct consultation with key stakeholders, no internal stakeholder proxies were used this year. The data was weighted according to stakeholder influence and used to map out the topics in a materiality matrix. Geographical boundaries were identified through qualitative feedback.</p> <p>Validation: The materiality matrix has been reviewed and validated as part of the normal Annual and Sustainability Report draft process.</p>

GENERAL STANDARD DISCLOSURES

Indicator	Description	Reference
G4-19	List all the material aspects identified in the process for defining report content	The materiality matrix (shown below) was used to identify the topics and priorities for reporting on. The following were identified as most material: customer satisfaction; intelligent technology; emissions (products); energy efficiency (products); legal compliance; business ethics and integrity; skilled workforce; financial health and supply chain. Performance in these areas is reported on in depth in the Annual and Sustainability Report 2015. All other material topics are included, but in less detail.



Each topic covers a range of different issues, defined as follows:

Customer satisfaction: Enhancing customer relationships and building long-term brand loyalty and business partnerships by understanding customer needs, delivering the right products and services, and taking a total lifecycle approach to support customer profitability through quality, fuel efficiency, uptime, and aftermarket services.

Intelligent technology: Investing in pioneering research and development for innovative technology, transport and service solutions to contribute to efficient transport systems. This includes investing in connectivity, automation, safety and data protection as well as adaptation of products and services to reduce congestion and improve the economic, social and environmental dimensions of urban mobility, distribution and infrastructure.

Emissions (products): Developing cleaner transport solutions designed to reduce consumption of fossil fuels and lower emissions of CO₂, NO_x, Particulate matters, and noise.

Energy efficiency (products): Developing leaner and smarter product and service solutions designed to reduce energy consumption, operational costs and environmental impacts.

Legal compliance: Continuous development of our corporate governance, policies and practices to ensure adherence and compliance with all applicable laws, regulations and directives.

GENERAL STANDARD DISCLOSURES

Indicator	Description	Reference
		<p>Business ethics and integrity: Creating a responsible culture, and risk awareness, built on Volvo Group values, leadership, transparency and our Code of Conduct; covering anti-corruption and bribery; due diligence; tax strategy and political neutrality.</p> <p>Skilled workforce: Ensuring the optimal workforce composition, attracting and developing people with required skills and competences, retaining talent and managing the talent pipeline.</p> <p>Financial health: Implementing our strategies for efficiency, profitability and growth to generate strong short- and long-term values; managing economic and financial risks, and distributing economic value to various stakeholders.</p> <p>Human rights: Fulfilling our obligations as signatories to the UN Global Compact: respect for human rights, labor rights, freedom of association, land ownership; no child or forced labor; non-discrimination – both within Volvo Group and our supply chain. Risk management by undertaking due diligence in high-risk markets.</p> <p>Supply chain: Cost and quality; socially and environmentally responsible supply chain; CSR assessments and support; local procurement; long-term partnerships; delivery of plans.</p> <p>Product safety and security: Researching and developing, product, technology and training solutions designed to enhance driver and operator safety, traffic and site safety, and goods security.</p> <p>Environmental impacts (operations): Managing and mitigating the impact of our production, distribution, dealerships, workshops and corporate functions in terms of energy, materials, emissions, chemicals, water, waste, transport and logistics. Minimizing impacts on local communities.</p> <p>Workplace health, safety and wellbeing: Providing safe workplaces and aiming for zero accidents throughout our value chain. Protecting and promoting the physical and psychological safety, health and wellbeing of Volvo Group employees.</p> <p>Product use and end of life: Promoting socially and environmentally responsible use of Volvo Group products; engaging with stakeholders concerned about downstream product uses; and developing opportunities to support environmental and economic sustainability through reuse, recycling and remanufacturing.</p> <p>Diversity and inclusion: Working with energy, passion and respect for the individual to ensure diversity and inclusion across the Volvo Group and its governance boards and committees. Respecting equality of gender, nationality, ethnicity, racial origin, age, sexual orientation and educational background.</p> <p>Leadership and knowledge sharing: Taking a leading role on global sustainability platforms, development goals and programs, collaborating with leading universities and research partners, participating in networks and sharing knowledge with trade organizations, project partners and policy makers.</p> <p>Societal engagement: Taking a shared value approach to corporate citizenship and moving both our business and society forward through partnerships, programs and employee volunteering opportunities that support environmental sustainability, traffic and worksite safety, and skills development. Donating resources to disaster relief efforts.</p>

GENERAL STANDARD DISCLOSURES

Indicator	Description	Reference
G4-20	For each material aspect, report the boundary within the organization	<p>The following material topics have impacts across the Volvo Group globally: customer satisfaction; legal compliance; business ethics and integrity; financial health; human rights; product safety; operational environmental impacts; workplace health, safety and wellbeing; diversity and inclusion; leadership and knowledge; societal engagement.</p> <p>We develop all products with end markets in mind to ensure we comply with national or regional legislation. We have set voluntary targets for reducing product emissions and improving energy efficiency beyond legislation.</p> <p>The Volvo Group has successfully developed and tested alternative low-carbon fuels for greater energy efficiency, and we prioritize different solutions for different uses and markets dependent on the availability of high alternative fuels and/or the necessary infrastructure.</p> <p>The majority of our purchasers and quality engineers have now had training on the business ethics, social justice and environmental issues affecting our supply chain.</p> <p>The Volvo Group manufactures special-purpose vehicles for use by for instance government, defense, peace-keeping and relief organizations. The Volvo Group's sales of defense material, as defined in the Swedish Military Equipment Ordinance (1992:1303) section A, amounted to 0.32% (0.41) of net sales in 2015.</p> <p>Product end of life is most material to our Research and Development and Recycling and Remanufacturing operations.</p> <p>Our work placement program is designed to address the competition for skills we are experiencing in mature European markets. We have identified Africa as a strategically important market for future growth. Our Africa training and education program is helping to build the knowledge and skills base we will need to succeed.</p>
G4-21	For each material aspect, report the boundary outside the organization	<p>The Volvo Group takes a whole value chain approach to sustainability. Thus, the material topics of legal compliance, human rights, business ethics and integrity, workplace health and safety, responsible supply chain, operational environmental impacts and diversity and inclusion extend to our business partners and suppliers. The Volvo Group Code of Conduct encourages our suppliers and partners to conduct their business in compliance with all international and local laws; to ensure all human and employee rights are upheld; and to take measures to manage their environmental impacts.</p> <p>Customer satisfaction priorities vary from country to country and are linked to the environment that customers operate in, as follows:</p> <p>Energy efficiency was rated a top priority among customers in Europe (to support profitability), but ranked much lower by customers in the US, where fuel is less expensive.</p> <p>The availability of low-carbon alternative fuels is dependent on infrastructure and economic viability. This, in turn, affects customer interest in alternative fuels.</p> <p>Safety is a key feature for customers in Brazil and India, where road accidents and fatalities are among the highest in the world.</p> <p>Similarly, societal engagement is less common in developing economies and therefore of greater importance for organizational reputation and our ability to compete.</p>

GENERAL STANDARD DISCLOSURES

Indicator	Description	Reference
		<p>Intelligent technology and connected services are dependent both on the infrastructure and legislation, which is more advanced in Europe and North America and more restricted in China and Russia.</p> <p>Regulations on product emissions vary between different regions. The Volvo Group engages in transparent dialogue with the relevant authorities in the countries where its operation is. We have made a commitment to WWF to improve the energy efficiency and reduce carbon emissions of our products and production.</p> <p>Financial health is affected by various factors, including market slow-down or volatility, interest rates and currency fluctuations. These are listed in the Annual and Sustainability Report 2015 (page 109).</p>
G4-22	Effect of any restatements of information provided in previous reports	Environmental performance data for 2012 was restated according to new accounting rules, page 33 and 198.
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries	<p>The scope of material topics reported on has been changed between 2014 and 2015 as follows:</p> <ul style="list-style-type: none"> • Intelligent technology combines two topics previously referred to separately as 'innovation' and 'transport system efficiency'. • Fuel quality and availability are now defined as fuel and included in the emissions (products) and energy efficiency (products) topics. • Risk management is now integrated into financial health.

GENERAL STANDARD DISCLOSURES

Indicator	Description	Reference
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STAKEHOLDER ENGAGEMENT

G4-24, 25, 26, 27

Stakeholder Group	How we engage	2015 Materiality assessment by stakeholders
Customers	<ul style="list-style-type: none"> • Daily interactions • Satisfaction and brand image surveys • Dialogue via social media • Joint initiatives 	Fuel efficiency, long-term partnership and uptime
Employees	<ul style="list-style-type: none"> • Annual review of personal business plan • Employee engagement survey • Team meetings • Intranet • In-house magazines • Videos, webcasts and on-line chats 	Human rights, skilled workforce and business ethics and integrity/environmental impacts (operations)
Investors	<ul style="list-style-type: none"> • Capital market days • Regular investor meetings and dialogue • General meetings • Annual and interim reports • Press releases 	Financial health, business ethics and integrity and legal compliance
Suppliers	<ul style="list-style-type: none"> • Regular face-to-face meetings • Supplier portal • Training sessions • Dedicated supplier days and awards • Assessments and audits 	Legal compliance, human rights and products use and end of life
Trade unions	<ul style="list-style-type: none"> • Representation on AB Volvo Board of Directors • The Volvo Group Dialogue • The Volvo Group Works Council Meetings 	Legal compliance, financial health and leadership knowledge/diversity and inclusion
Partners (academic research partners and policy makers)	<ul style="list-style-type: none"> • Membership of industry organizations • Regular meetings and dialogue • Joint initiatives • Academic Partner Program 	Business ethics and integrity, emissions (products) and product safety and security
NGOs	<ul style="list-style-type: none"> • Dialogue • Joint initiatives 	Business ethics and integrity, human rights and emissions (products)/energy efficiency (products)/ societal engagement
Community	<ul style="list-style-type: none"> • Training programs and campaigns • Volunteering 	Human rights, environmental impacts (operations) and supply chain

GENERAL STANDARD DISCLOSURES		
Indicator	Description	Reference
REPORT PROFILE		
G4-28	Reporting period	January 1 to December 31, 2015
G4-29	Date of most recent previous report	The Volvo Group Sustainability Report 2014 is available on www.volvogroup.com
G4-30	Reporting cycle	Annual
G4-31	Contact point	eva.lindeback-brandt@volvo.com
G4-32	GRI content	This report includes disclosures at the 'Core' reporting level. This index shows where further information can be found.
G4-33	External assurance	The GRI content of the Annual and Sustainability Report 2015 and this supplement has not been externally assured.
GOVERNANCE		
G4-34	Governance structure of the organization, including CSR	<p>The Corporate Governance Report is contained within the Annual and Sustainability Report 2015 (page 168).</p> <p>Sustainability governance Following the Volvo Group's structural reorganization, taking effect 1 January 2015, responsibility for the two corporate functions of Corporate Communication and Corporate Sustainability & Public Affairs was merged into the new corporate function of Corporate Communication & Sustainability Affairs.</p> <p>Henry Sténson was appointed Executive Vice President Corporate Communication & Sustainability Affairs and member of the Volvo Group Executive Team. Corporate Communication & Sustainability Affairs is responsible for strategies, direction and following up on performance; and supporting and developing the Volvo Group's businesses in areas related to CSR and sustainability, public affairs and relevant emerging issues.</p> <p>CSR committee The Volvo Group CSR Committee supports and develops the Group's CSR work. It focuses on work related to responsible business practice and the implementation of our Code of Conduct principles into daily operations.</p> <p>The CSR Committee is chaired by the Volvo Group's Senior Vice President, Corporate Social Responsibility Management. The committee's members include CSR managers from across the Group who represent different relevant processes for implementing our Code of Conduct principles with the support of their own CSR networks.</p> <p>CSR country manager network During 2015, the CSR country manager network started to implement an effective societal engagement program. The members of this group co-ordinate CSR activity in their country and share experiences of their work on the Volvo Group's societal engagement program.</p>

GENERAL STANDARD DISCLOSURES

Indicator	Description	Reference
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ETHICS AND INTEGRITY

G4-56	The organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	<p>Core values</p> <p>Quality, safety and environmental care are the core values for Volvo products. They have a long tradition and permeate our way of working. They are an important part of our commitment to sustainability and corporate social responsibility.</p> <p>Code of Conduct</p> <p>Our Code of Conduct details the minimum requirements and sets out the Volvo Group's principles of business ethics, human rights and social justice, and environmental responsibility. It is a mandatory, Group-wide policy for appropriate business behavior and responsibility towards our stakeholders. Its content is based on international norms, including the UN Global Compact and the OECD's guidelines for multinational companies. The Code is adopted by the AB Volvo Board of Directors and it is publicly available on our website. It is reviewed annually and was updated in 2012 to reflect internal and external changes.</p> <p>The Volvo Group Code of Conduct is complemented by around 20 other policies – relating to areas such as accounting and reporting, anti-corruption, anti-discrimination and environmental care – that describe in more detail how to address the code's minimum standards.</p>
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SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
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ECONOMIC**ECONOMIC PERFORMANCE**

G4-DMA	Generic Disclosures on Management Approach (materiality, management and assessment)	<p>Financial health is the prerequisite for doing business and for creating long-term value for our shareholders. We maximize short- and long-term value by implementing strategies for efficiency, profitability and growth; reinvesting profit in our business; prioritizing opportunities; optimizing costs and creating sustainable competitive positions for all our products and services.</p> <p>Full details of our approach to management of economic performance can be found throughout the Annual and Sustainability Report 2015.</p>
G4-EC1	Direct economic value generated and distributed	<p>During 2015, the Volvo Group's volumes were on the same level as in 2014, but sales increased by 10% as an effect of currency exchange rates and amounted to SEK 312.5 billion. The Volvo Group's operating income, excluding restructuring charges, improved to SEK 25.7 billion (8.4), which corresponds to an operating margin of 8.2% (3.0).</p> <p>Key ratios can be found on page 1 of the Annual and Sustainability Report 2015. The distribution of value to stakeholders is detailed on page 64.</p>
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	<p>The Volvo Group's long-term business plan includes carbon reduction targets for both our products and production. For example, our decision to only offer hybrid city buses, we no longer offer diesel buses; and our long-term aim to make all our production sites carbon neutral. Our commitment to increasing energy efficiency and reducing consumption lowers operational costs.</p> <p>Read more in the Annual and Sustainability Report 2015: product development (page 26); sustainable transport solutions (page 58); production (page 32).</p>

SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
G4-EC4	Financial assistance received from government	In 2015, government grants of SEK 495 M (445) were received, and SEK 682 M was recognized in the income statement. The amount includes tax credits of SEK 280 M (255) related to product development, which were primarily received in France and in the United States. Other grants were mainly received from Swedish, Chinese and US governmental organizations and from the European Commission.

PROCUREMENT PRACTICES

G4-DMA	Generic Disclosures on Management Approach	<p>In 2015, the Group made purchases of goods and services totalling SEK 210.6 billion. We have around 43,000 Tier 1 contractors, of which about 6,500 supply automotive product components.</p> <p>We aim to build long-term relationships with suppliers and require all suppliers to adhere to our Code of Conduct and contribute to our socially and environmentally responsible supply chain. We procure from suppliers as close to our production sites as possible and expect all suppliers to be cost efficient and deliver the highest quality standards on products and services. We assess automotive suppliers' CSR performance; require them to be certified by a third-party environmental management system; and to comply with all other relevant legislation.</p> <p>See the Responsible Sourcing section of the Annual and Sustainability Report 2015 for more detail (page 30).</p>
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ENVIRONMENTAL**MATERIALS**

G4-DMA	Generic Disclosures on Management Approach	<p>The Volvo Group works consistently with lean methodologies to use less material as well as processes to integrate more recycled materials.</p> <p>We also assess the use and sourcing of precious metals, such as platinum. In 2015 we ran a pilot project following up supplies to ascertain that potential conflict minerals had originated from approved smelters.</p> <p>For details, see the Annual and Sustainability Report 2015 (pages 26, 30 and 46).</p>
G4-EN1	Materials (renewable and non-renewable) used by weight or volume	It is estimated that 45% of a typical Volvo truck is produced from recycled material. A truck produced by the Volvo Group is largely recyclable since almost 85% of its weight consists of metal – mostly iron, steel and aluminium. The additional materials are mainly plastic, rubber and material from electronics components.

ENERGY

G4-DMA	Generic Disclosures on Management Approach	<p>The Volvo Group is the only automotive manufacturer approved to take part in the WWF Climate Savers program. In 2014, we renewed our commitment for the period 2015–2020. The new commitment includes an 8% reduction in energy use at our production sites by identifying and executing energy saving activities, reaching a level of 150 GWh by 2020.</p> <p>We are also committed to reducing total lifetime CO₂ emissions from products by 40 million tons. The reduction of lifetime CO₂ emissions is to come from fuel efficiency targets on 15 product categories in total – ranging from the Volvo FH truck to the Volvo Construction Equipment wheel loader and Volvo Penta engines.</p>
G4-EN3	Energy consumption within the organization	The Group's 2015 total energy consumption amounted to 2,106 GWh, a reduction of 70 GWh compared to 2014.
G4-EN5	Energy intensity ratio	Our energy efficiency index, which compares energy consumption with net sales, was 6.9 MWh/SEK M in 2015, compared with 7.9 MWh/SEK M in 2014. The 2015 energy efficiency index has thereby improved 13% since 2014.

SPECIFIC STANDARD DISCLOSURES		
Indicator	Description	Reference
G4-EN6	Reduction of energy consumption	The Group's 2015 total energy consumption amounted to 2,106 GWh, a reduction of 70 GWh compared to 2014. The main activity behind the reduction was increased energy efficiency. For further detail, see the Annual and Sustainability Report 2015 (pages 33 and 36).
G4-EN7	Reductions in energy requirements of products and services	The Volvo Group is one of the leading companies in fuel efficiency. Our lifecycle assessments show that more than 90% of our products' environmental impacts occur during the 'in use' phase, with fuel consumption and emissions as the main contributors. There are a number of features to attain lower fuel consumption. These are featured in the Annual and Sustainability Report 2015 (pages 42 and 60).
WATER		
G4-DMA	Generic Disclosures on Management Approach	Water measurement is included in the Group's minimum environmental requirements for production relating to substances in process water. The standard also requires plants to address sustainable usage of water resources. Compared with net sales, water consumption continues to decrease every year, from 4,982,000 m ³ in 2014 to 4,919,000 m ³ in 2015. For more data, see the Annual and Sustainability Report 2015 (page 33).
EMISSIONS		
G4-DMA	Generic Disclosures on Management Approach	The Volvo Group focuses on reducing emissions of both our products and our production processes. We exceeded our 2009–2014 target to reduce our products' lifetime carbon emissions by 30M tons. Our new 2015–2020 is to reduce our products' total lifetime emissions by 40M tons of CO ₂ . In 2015, direct CO ₂ emissions from the Volvo Group's production facilities decreased from 231,000 tons to 221,000 tons. About 40% of our total energy consumption came from low-carbon renewable sources, including hydropower electricity and biomass heating. The Volvo Group has carbon-neutral facilities in Ghent, Belgium, as well as Vara, Tuve and Braås in Sweden. The Volvo Group has carbon-neutral facilities in Ghent, Belgium, as well as Vara, Tuve and Braås in Sweden. Additionally we have facilities buying 100% of their electricity produced from landfill gas instead of fossil fuels. Our long-term ambition is to make all our production facilities carbon neutral. See Annual and Sustainability Report 2015 (page 32–34)
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	The Volvo Group discloses Scope 1, 2 and 3 emissions annually to the CDP. We disclose Scope 1 in the Annual and Sustainability Report 2015 ('000 metric tonnes of CO ₂ e): Scope 1: 2015: 221 2014: 231
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	We disclose Scope 2 here, but due to differences in measurement historically, we are only disclosing 2015 data ('000 metric tonnes of CO ₂ e): 206.
G4-EN19	Reduction of greenhouse gas (GHG) emissions	In 2015, direct CO ₂ emissions from the Volvo Group's production facilities decreased from 231,000 tons to 221,000 tons. See Annual and Sustainability Report 2015 (page 34).

SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
G4-EN21	NO _x , SO _x , and other significant air emissions	Since the 1990s, legal emissions limits in the US, EU and Japan have been reduced by approx. 95% for NO _x (nitrogenous oxides) and PM (particulate matters). See Annual and Sustainability Report 2015 (page 28).

EFFLUENTS AND WASTE

G4-DMA	Generic Disclosures on Management Approach	The Volvo Group's minimum requirements on production plants include sorting and quantifying all waste at source; implementing measures to reduce the quantity of waste and increase reuse; material recycling and energy recovery; as well as reducing the quantity of waste consigned to landfill. Waste is usually classified as either hazardous or non-hazardous. For data, see Annual and Sustainability Report 2015 (page 34).
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PRODUCTS AND SERVICES

G4-DMA	Generic Disclosures on Management Approach	The Volvo Group takes a whole value chain approach to sustainability, from development through to disposal. We place strong emphasis on reducing the impacts of our products in use, as this is where more than 95% of environmental impact occurs. Focusing our product development on using resources and energy more efficiently simultaneously reduces the overall environmental footprint of our products while supporting our customers' profitability. For more information, see the Annual and Sustainability Report 2015 (pages 26, 42, 46, 58).
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	As well as engineering and technological innovation, we also invest in driver training and servicing solutions to support more fuel-efficient driving and to keep vehicles running at optimal performance. See the Annual and Sustainability Report 2015 – product development (page 26); distribution and service (page 38); products in use (pages 44-); and sustainable transport solutions (page 60-).

COMPLIANCE (ENVIRONMENTAL)

G4-DMA	Generic Disclosures on Management Approach	Compliance with legal and other applicable standards as a minimum standard is included in the Volvo Group environmental policy. See www.volvogroup.com/responsibility
G4-EN30	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	In the dispute between Volvo Powertrain Corporation and the U.S. Environmental Protection Agency (EPA), the Supreme Court of the United States announced in the second quarter 2015 that a review of the EPA case will not be granted. The cost has been fully provided for since 2014. See page 148 of the Annual and Sustainability Report 2015.

TRANSPORT

G4-DMA	Generic Disclosures on Management Approach	The Volvo Group is one of the world's leading manufacturers of trucks, buses, construction equipment and marine and industrial engines. See Annual and Sustainability Report 2015.
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations	The majority of the Volvo Group's major transport suppliers are certified in accordance with ISO 14001, or equivalent and from 2015, our freight transport services have been included in our WWF Climate Savers commitments. By 2020, the target is to reduce CO ₂ emissions per produced unit from the Volvo Group freight transport by 20%, compared to the base year 2013. See the Annual and Sustainability Report 2015 for latest performance (pages 34 and 49).

SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
SUPPLIER ENVIRONMENTAL ASSESSMENT		
G4-DMA	Generic Disclosures on Management Approach	Since 1996, our responsible sourcing program has consistently increased supplier requirements on environmental issues, business ethics, human rights and social issues. The Volvo Group requires suppliers of automotive components to be certified by a third-party environmental and quality management system. Around 95% of the Volvo Group spending on automotive products comes from suppliers that are certified to ISO 14001 or its equivalent. See the Annual and Sustainability Report 2015 (page 30).
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Our supplier assessment poses approximately 40 questions relating to the principles in our Code of Conduct, including environmental care. During 2015, 86% of automotive product suppliers by spend were assessed.
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	There were no major environmental incidents reported during 2015.

ENVIRONMENTAL GRIEVANCE MECHANISMS

G4-DMA	Generic Disclosures on Management Approach	All employees are expected and encouraged to report suspected violations of the Code of Conduct to their superiors. If reporting to superiors is not feasible or possible, a whistleblower procedure is available, which gives employees access to the Head of Corporate Audit and the opportunity to remain anonymous.
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SOCIAL: LABOR PRACTICES

EMPLOYMENT

G4-DMA	Generic Disclosures on Management Approach	At the end of 2015, we employed almost 100,000 people in 190 markets. The Volvo Group aims to have the right number of people with the right competences in the right place at the right time, at the right cost. Our commitment to all employees is set out in our Code of Conduct, which is supported by various human resources policies. See Annual and Sustainability Report 2015 (pages 21, 32, 68).
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LABOR/MANAGEMENT RELATIONS

G4-DMA	Generic Disclosures on Management Approach	The Volvo Group respects the right of all employees to join an association to represent their interests as employees, to organize and to bargain collectively or individually. An employee's right to refrain from joining a union is equally respected. There are several dialogue platforms for our employees: <ul style="list-style-type: none"> • Volvo European Works Council (EWC): has been running since 1991 and meets once a year focusing on European issues and sharing best practice. EWC is chaired by Board Director, Mikael Sällström, and includes 30 union representatives from 14 different countries. An EWC working group is regularly involved in organizational changes or specific efficiency programs. In 2015 there were 13 formal information and consultation meetings with the EWC. • Volvo Global Works Councils (GWC): is chaired by Board Director, Mikael Sällström, and includes union representatives from the existing EWC and from wholly-owned Volvo Group companies in countries outside Europe with more than 500 regular employees. In 2015, there were over 50 representatives covering 25 different countries. • Volvo Global Dialogue (VGD): gives employee representatives from the GWC a yearly opportunity to meet with senior Group Management. The forum is led by our President and CEO, Martin Lundstedt. VGD is a forum for information and dialogue, and to discuss adherence of the principles on human rights and social justice contained within our Code of Conduct. The 2015 VGD gathered 45 representatives from 20 different countries to discuss 2015 as the year of transformation. See Annual and Sustainability Report 2015 (page 73).
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SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
OCCUPATIONAL HEALTH AND SAFETY		
G4-DMA	Generic Disclosures on Management Approach	<p>One of our identified salient human rights risks is right to life, liberty, security and health.</p> <p>Health and safety is the responsibility of employees and managers, who are supported by Health and Safety network specialists for implementing roadmaps and activities.</p> <p>The Volvo Group's global health and wellbeing programs cover various initiatives including medical examinations, ergonomics and rehabilitation support, as well as health promotion programs such as smoking cessation activities. These programs and activities sometimes extend to the employee's family members.</p> <p>For more information, see Annual and Sustainability Report 2015 (pages 73 and 74).</p>
G4-LA6	Injury, occupational diseases, lost days, absenteeism, and total number of work-related fatalities	<p>In 2015, our Lost Time Accident Rate (LTAR) was 1.38 covering 91% of employees. This was in line with the target of 1.3 for 2015 and an improvement of 13% compared to the LTAR rate 2014 at 1.6.</p> <p>There were no fatalities in 2015, compared to three in 2014.</p> <p>See Annual and Sustainability Report 2015 (page 74).</p>
TRAINING AND EDUCATION		
G4-DMA	Generic Disclosures on Management Approach	<p>Every year we allocate around half a million training days to our employees and retail organizations worldwide. The Volvo Group University is now firmly established as our center of further education and learning activities to efficiently ensure our strategy in all major competence areas in the Group.</p> <p>To ensure that our professional training is closely connected to our business needs, there are several academies, which are organized around the main strategic competence areas.</p> <p>For more information, visit www.volvogroup.com</p>
G4-LA10	Programs for skills management and lifelong learning	All employees are expected to have a personal business plan that translates our corporate strategic objectives into individual objectives and contributions.
G4-LA11	Percentage of employees receiving regular performance and career development reviews	Employees review their plan annually together with their manager to ensure mutual understanding of roles and expectations.
DIVERSITY AND EQUAL OPPORTUNITY		
G4-DMA	Generic Disclosures on Management Approach	<p>We strive to promote a diverse workforce and do not tolerate any form of discrimination. Targets are set at corporate level and broken down by division. We track gender, nationality, age and internal experience when managing our talent pipeline. Tailored plans are enacted at local level for additional areas of diversity.</p> <p>We actively work to recruit and retain a broad spectrum of employees with different backgrounds, experiences and perspectives. To minimize impacts of bias during recruitment, it is required that all white-collar positions should be openly posted for at least ten business days to prevent recruitment through exclusive networks, and at least one woman and one man should sit on each recruitment panel. See page 74 in the Annual and Sustainability Report 2015.</p>

SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
SUPPLIER ASSESSMENT FOR LABOR PRACTICES		
G4-DMA	Generic Disclosures on Management Approach	<p>The Volvo Group encourages its business partners to apply standards of business conduct consistent with the principles in our Code of Conduct. See www.volvogroup.com/responsibility</p> <p>We have identified one of our salient human rights risks as labor rights of business partners' employees. The Volvo Group does not tolerate any form of forced or compulsory labor as stated in our Code of Conduct and we require our suppliers to follow these principles. Human and labor rights in our supply chain are assessed as part of our responsible sourcing processes. Our supplier assessment poses approximately 40 questions relating to the principles in our Code of Conduct, including human and labor rights.</p> <p>See Annual and Sustainability Report 2015 (page 30).</p>
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	Please see the G4-HR 11 for examples of management of labor related issues in the supply chain.
LABOR PRACTICE GRIEVANCE MECHANISMS		
G4-DMA	Generic Disclosures on Management Approach	<p>All employees are expected and encouraged to report suspected violations to our Code of Conduct to their superiors. If reporting to superiors is not feasible or possible a whistleblower procedure is available, which gives employees access to the Head of Corporate Audit and the opportunity to remain anonymous.</p> <p>For more information, see the Annual and Sustainability Report 2015 (page 70).</p>
SOCIAL: HUMAN RIGHTS		
HUMAN RIGHTS INVESTMENT		
G4-DMA	Generic Disclosures on Management Approach	<p>The Volvo Group is a signatory to the UN Global Compact and we have embarked on the journey to implement the UN Guiding Principles for Business and Human Rights. Specific policies guide our work such as our Code of Conduct, our Health and Safety Policy and our Responsible Supply Chain Directive.</p> <p>See page 70 in the Annual and Sustainability Report</p>
NON-DISCRIMINATION		
G4-DMA	Generic Disclosures on Management Approach	<p>The Volvo Group does not tolerate any form of discrimination. See the Volvo Group Code of Conduct at www.volvogroup.com/responsibility</p>
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
G4-DMA	Generic Disclosures on Management Approach	<p>The Volvo Group respects the right of all employees to join an association to represent their interests as employees, to organize and to bargain collectively or individually. An employee's right to refrain from joining a union is equally respected. We have identified one of our salient human rights risks as labor rights of business partners' employees.</p> <p>See the Volvo Group Code of Conduct at www.volvogroup.com/responsibility and pages 72 and 73 in the Annual and Sustainability Report 2015.</p>
CHILD LABOR		
G4-DMA	Generic Disclosures on Management Approach	<p>The Volvo Group does not tolerate any form of child labor. We define the minimum employment age as the age for completion of compulsory education but never less than 15 years.</p> <p>See the Volvo Group Code of Conduct at www.volvogroup.com/responsibility</p>

SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
FORCED OR COMPULSORY LABOR		
G4-DMA	Generic Disclosures on Management Approach	<p>We have identified one of our salient human rights risks as labor rights of business partners' employees. The Volvo Group does not tolerate any form of forced or compulsory labor as stated in our Code of Conduct. We require our suppliers to follow these principles and in our pilot project, Customer CSR Assessment, these principles are included in the evaluation of the customers.</p> <p>See pages 30, 38 and 72 in the Annual and Sustainability Report 2015 and in the Volvo Group Code of Conduct at www.volvogroup.com/responsibility</p>
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor and measures taken	<p>We have identified one of our salient human rights risks as labor rights of business partners' employees. The Volvo Group does not tolerate any form of forced or compulsory labor as stated in our Code of Conduct. We require our suppliers to follow these principles and in our pilot project, Customer CSR Assessment, these principles are included in the evaluation of the customers.</p> <p>Example: Confiscation of ID papers for migrant workers in associated company in Saudi Arabia</p> <p>The Volvo Group has a 25% ownership in an assembly plant, AVI, in Saudi Arabia, in which Zahid Group owns the remaining 75%. In the last few years, women's rights together with the situation for migrant workers in Saudi Arabia has been highlighted as an area of risk for violation of human rights. Through our participation in AVI's Board of Directors, we have secured that the new assembly plant, inaugurated in 2015, has facilities for women and the plan is to hire the first female employees during 2016.</p> <p>In 2015, it came to our knowledge, through a Swedwatch report, that AVI held the passports of immigrant workers. AVI thought they were acting in accordance with local law. However, as it became clear that the local law had changed and this act violates human rights, AVI immediately returned all passports to their employees. At the request of employees, AVI initiated a formalized routine where passports could still be stored, as employees had raised concerns of passport theft if not stored in a safe location. The employees' passports that AVI store today are handed back to employees immediately upon request, as written in a specific "passport-storage-agreement" between AVI and the employees.</p>
SUPPLIER HUMAN RIGHTS ASSESSMENT		
G4-DMA	Generic Disclosures on Management Approach	<p>We have identified one of our salient human rights risks as labor rights of business partners' employees. The Volvo Group does not tolerate any form of forced or compulsory labor as stated in our Code of Conduct and we require our suppliers to follow these principles. Human and labor rights in our supply chain are assessed as part of our responsible sourcing processes, outlined in the Annual and Sustainability Report 2015 (page 30).</p>

SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	<p>Example: Tier 2 suppliers with unsatisfactory working conditions</p> <p>In 2015, a TV documentary based on a Danwatch report highlighted suspicions of unsatisfactory working conditions in a number of Volvo Group's tier two suppliers for office equipment. The accusations included forced overtime, wages below minimum wage, labor rights violations such as verbal abuse and high turnover rates. As this came to our knowledge, we immediately contacted our tier one supplier to understand the situation, to go through our requirements and make sure the situation would be addressed. Together with our tier one supplier, we visited three of the tier two suppliers in September. During these visits we talked to top management, visited plants and dormitories and had dialogues with the workers without factory management being present. Some of the accusations were true, such as excessive overtime hours, but others, such as verbal abuse, were proven not to be true. Challenges still remain with these suppliers but we have strong confidence in our tier one supplier's structured and proactive approach to manage the issues. Top management of the suppliers of concern also showed a positive attitude to improve, despite the structural challenges of the work environment.</p> <p>Example: Platinum mining in South Africa</p> <p>In 2013, a Swedwatch report highlighted human rights issues in the platinum extraction industry in South Africa. Apart from issues with labor conditions and migrant workers, the report also raised concerns of negative human rights impacts on people living in communities near the mines. There were accusations of human rights violations related to land rights, forced movement of people resulting in lower standards of living, and lack of access to clean water. The report aimed to investigate stakeholder responsibilities based on the UN Guiding Principles on Business and Human Rights.</p> <p>More than 70% of all extracted platinum in the world is sourced from South Africa. The Volvo Group has a link to these platinum mines as platinum is used for catalysts in the vehicle industry. As the truck manufacturing industry is a relatively small segment within the automotive industry as a whole (in 2012 only about 20% of platinum sold for catalysts where used in Heavy Duty Vehicles), the report concluded that we have limited opportunity to affect the human rights situation in and around mining operations. But more could be done in the form of collaboration with various networks and trade organizations to try to influence the situation. The Volvo Group has since initiated activities based on these recommendations. We have continuous dialogue with our first tier supplier, which has conducted social audits at the concerned mines and its neighboring communities again during 2015. We are also working together with the automotive industry in Europe for common supplier requirements.</p>

HUMAN RIGHTS GRIEVANCE MECHANISMS

G4-DMA	Generic Disclosures on Management Approach	All employees are expected and encouraged to report suspected violations to our Code of Conduct to their superiors. If reporting to superiors is not feasible or possible a whistleblower procedure is available, which gives employees access to the Head of Corporate Audit and the opportunity to remain anonymous.
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SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
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SOCIAL: SOCIETY

LOCAL COMMUNITIES

G4-DMA	Generic Disclosures on Management Approach	<p>Our approach to societal engagement involves establishing and driving shared value initiatives, support global natural disasters or other catastrophes or implementing employee volunteering programs. Country level Corporate Social Responsibility (CSR) ambitions and plans are coordinated by CSR country managers in our main countries.</p> <p>One of our identified salient human rights risk is rights of people in communities near operations in our value chain.</p> <p>For more detail, see the Annual and Sustainability Report 2015 (pages 69 and 72).</p>
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ANTI-CORRUPTION AND ANTI-COMPETITIVE BEHAVIOR

G4-DMA	Generic Disclosures on Management Approach	<p>As set out in our Code of Conduct, the Volvo Group is committed to complying with the anti-trust (competition) and anti-corruption laws in all jurisdictions where we conduct business.</p> <p>See Annual and Sustainability Report 2015 (page 71).</p>
G4-SO4	Communication and training on anti-corruption policies and procedures	<p>Our programs consist of a number of elements, including policies and guidelines, a comprehensive range of e-learning and tailored face-to-face training, counseling and support, as well as auditing and review. The Volvo Group Whistleblower Procedures also apply to our compliance programs. Up until 2015, 76% of the white-collar employees participated in anti-corruption training and 90% in competition law training.</p> <p>See Annual and Sustainability Report 2015 (pages 55 and 71).</p>
G4-SO7	Total number of legal actions for anti-competitive and behavior, anti-trust, and monopoly practices and their outcomes	In January 2011, the Volvo Group and a number of other companies in the truck industry became part of an investigation by the European Commission regarding a possible violation of EU antitrust rules. After the European Commission had issued its Statement of Objections on November 20, 2014 the Volvo Group recognized a provision.
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance	See the Annual and Sustainability Report 2015 page 148.

SOCIAL: PRODUCT RESPONSIBILITY

CUSTOMER HEALTH AND SAFETY

G4-DMA	Generic Disclosures on Management Approach	<p>Safety is one of our core values dating back to the founding of our company in 1927. Safety is about protecting the wellbeing of anyone coming into contact with our products, from product development to the end of their life cycle.</p> <p>Safety, automation and the driver environment is one of our key priorities and we take a holistic approach, including driver and community training programs, as outlined in the Annual and Sustainability Report 2015 (pages 26, 43, 61, 69).</p>
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PRODUCT AND SERVICE LABELLING

G4-DMA	Generic Disclosures on Management Approach	<p>Customers receive an Environmental Product Information (EPI) for many of our products, based on the results of life cycle assessments.</p> <p>See Annual and Sustainability Report 2015 (page 38).</p>
G4-PR5	Results of surveys measuring customer satisfaction	<p>We track customer satisfaction and brand image perception through surveys worldwide. Performance is integrated in our KPI reporting and is used to increase our understanding of our customers' needs.</p> <p>See Annual and Sustainability Report 2015 (page 65).</p>

SPECIFIC STANDARD DISCLOSURES

Indicator	Description	Reference
MARKETING COMMUNICATIONS		
G4-DMA	Generic Disclosures on Management Approach	Information about our CSR and sustainability performance increasingly influences customers' decisions to do business with the Volvo Group, especially fleet owners. Clear and open product, marketing and sales information is essential for customers to be able to make an informed choice about our products and services. See Annual and Sustainability Report 2015 (page 38).
G4-PR6	Sale of banned or disputed products	For our sales of special-purpose vehicles for use by for instance government, defense, peace-keeping and relief organisations, we abide by all legal and export control regulations. For some destinations there are additional ethical and human rights considerations with sales decisions made on Group Executive level. See Annual and Sustainability Report 2015 (page 73).

VOLVO

AB Volvo (publ)

SE-405 08 Göteborg, Sweden

Telephone +46 31 66 00 00

www.volvogroup.com