

STAKEHOLDER EXPECTATIONS AND RESPONSES OF VOLKSWAGEN AG

Action area	Stakeholder expectations & feedback*	Volkswagen AG's responses
Mobility concepts, climate protection and air quality	<ul style="list-style-type: none"> - Compliance with the Paris Agreement - Substantial contribution towards reducing greenhouse gas and harmful substance emissions - Implementation and expansion of the electrification initiative - Expansion of the range of sustainable mobility services - New collaborations and strategic alliances to solve transport challenges 	<ul style="list-style-type: none"> - Decarbonization program & environmental mission statement - International projects for carbon offsetting - Adjustment of Roadmap E: increased investment volume, new models - Launch of new e-models (e.g. VW ID.3, Porsche Taycan) - The Group's own green power supply for customers (Elli) - Expansion of the electric charging infrastructure (IONITY) - Expansion of ride hailing services (MOIA) - Establishment of electric car sharing services (WeShare) - City partnerships for urban mobility solutions - Strategic collaborations with Ford, Microsoft and Amazon
Resource conservation and circular economy	<ul style="list-style-type: none"> - Introduction and establishment of new concepts for promoting the circular economy in production with the aim of conserving resources, and of reducing CO2 emissions and saving fuels in the usage phase 	<ul style="list-style-type: none"> - Zero impact factory initiative - Closed-loop recycling approaches for light metals (e.g. aluminum) - Investments in sites to increase energy efficiency - Expansion of wind farms (e.g. Emden & Salzgitter wind farms) - Center of excellence – pilot facility for the production & recycling of battery cells
Integrity, compliance, governance and corporate responsibility	<ul style="list-style-type: none"> - Volkswagen as a respectable and upstanding company - Taking societal and social responsibility beyond the core business 	<ul style="list-style-type: none"> - Establishment and development of an environmental compliance management system (ECMS) - Updated environmental policy and environmental mission statement by the Group - New memberships in multi-stakeholder initiatives (e.g. GBI) - Continuation and further development of the Group integrity program - Voluntary CC projects worldwide - Refugee aid program
Sustainability management and supplier management	<ul style="list-style-type: none"> - Professionalization of the international Group sustainability management - Optimization of the coordination between Group & brands - CO2 as mandatory contract award criterion for human processes - Compliance with due diligence duty with regard to human rights along the entire supply chain 	<ul style="list-style-type: none"> - Improvement of the sustainability organization through the Best Sustainability Governance project - Since July 2018, commitment of suppliers to new minimum standards in the fields of the environment, social matters, compliance and anti-corruption - Sustainability rating for the assessment of suppliers' sustainability performance - Revised Code of Conduct for Business Partners incl. training formats - Implementation of a compliance management system for human rights
Sustainability communication and stakeholder dialog	<ul style="list-style-type: none"> - Institutional, international and professional external stakeholder dialog - Expansion of dialog opportunities and naming and transparent communication of conflicting objectives 	<ul style="list-style-type: none"> - Improvement of external stakeholder management by the Best Governance Stakeholder Management Outer Circle project - Activities of the Group Sustainability Council - Stakeholder dialog events with the Volkswagen Stakeholder Panel - Continuation of Group Global Stakeholder Reputation Survey
Corporate strategy	<ul style="list-style-type: none"> - Further development and regular updates of the corporate strategy - Extension of the KPI dashboard to include nonfinancial indicators 	<ul style="list-style-type: none"> - Launch of the "Together 2025+" strategy incl. five new project modules - Expansion of non-financial key performance indicators: new top KPIs (e.g. decarbonization & reputation)

* Illustrative comparison; detailing of stakeholder expectations see documentation of stakeholder analyses, surveys and dialog formats.