



Acting for tomorrow, today
OUR RESPONSIBILITY, OUR PLANS

21

Sustainability Report

MTU AERO ENGINES AG
BUSINESS YEAR 2021

OUR REPORTING CONCEPT

About this report

Each year, MTU Aero Engines AG compiles a sustainability report to comprehensively inform its stakeholders about corporate responsibility (CR) of an economic, environmental or social nature within the company. The report provides information about the company's CR strategy, objectives and performance and also describes the priorities and progress made in 2021, building on the previous report. It supplements the non-financial statement in our Annual Report.

Reporting period and cycle

The reporting period covers financial year 2021 (January 1 to December 31). To better organize how information is presented and provide explanatory context for readers, activities from outside the reporting period are also cited in some cases. The report is published annually in German and English and will be available as an online report at [→ sustainability.mtu.de](https://sustainability.mtu.de) in May 2022. It is possible to obtain a [→ PDF download](#) of the report. The non-financial statement is included in the Group management report of the [Annual Report](#).

Scope of validity

The report covers all of the MTU Group sites that are treated as fully consolidated in the company's financial reporting. The information and key performance indicators refer to the specified Group reporting entity, unless otherwise indicated. This includes the following locations:

- MTU Aero Engines, Munich, Germany (headquarters)
- MTU Maintenance Hannover, Hannover, Germany
- MTU Maintenance Berlin-Brandenburg, Ludwigsfelde, Germany
- MTU Aero Engines Polska, Rzeszów, Poland
- MTU Maintenance Serbia
- MTU Maintenance Lease Services B.V., Amsterdam, Netherlands
- MTU Maintenance Canada, Vancouver, Canada
- MTU Aero Engines North America, Rocky Hill, United States

Reporting standards and topics

Global Reporting Initiative (GRI)

The 2021 Sustainability Report was drawn up in compliance with the [Global Reporting Initiative \(GRI\) and meets the GRI standards](#) ("Core" option). In accordance with these globally recognized sustainability reporting guidelines, we report on all required standard disclosures as well as on our management approaches for key topics and on selected indicators for each topic. We provide a [GRI index](#) for cross-referencing the report's contents with the GRI standards. Tables and graphics with statements relevant to GRI have been appropriately marked. The relevant GRI standards are listed at the end of each page.

A materiality matrix presents the sustainability topics that are significant for the MTU Group and shows how they are weighted from an internal (X-axis) and external (Y-axis) perspective. It is checked and updated every year as part of a materiality analysis, and serves as the basis for selecting the key topics and performance indicators for this report.

[→ Sustainability strategy and organization](#)

Reporting in accordance with TCFD

In the future, we intend to follow the recommendations of the [Task Force on Climate-related Financial Disclosures \(TCFD\)](#) and appropriately present climate risks and opportunities for our business model as well as our contribution to the Paris Agreement and the EU Green Deal. We already provide information on this via the CDP rating.

UN Global Compact and Sustainable Development Goals

The 2021 Sustainability Report also provides information on progress made in accordance with the [ten principles of the UN Global Compact](#). Cross-references to those principles can be found in the [GRI index](#). The relevant principles are also listed at the end of each page. As a signatory of the UN Global Compact, we support the [Sustainable Development Goals](#) and want to help achieve them by 2030. We present our contribution to the SDGs under the relevant topics. A summary can be found under [→ Sustainable Development Goals](#).

Key figures and collection methods

All data and information for the reporting period was collected by the relevant departments using representative methods. Environmental KPIs are collected via the environmental management systems at the individual sites and then consolidated centrally in the CR database according to agreed criteria. The HR KPIs are collected and evaluated centrally at the headquarters in Munich for Germany, and locally for all non-German sites. Once the data is evaluated, it is sent to the CR database. All other data is requested from the CR coordinators in the relevant departments and compiled centrally in the CR database. Financial KPIs are collected and published in accordance with the International Financial Reporting Standards (IFRS).

Supplementary information and previous reports

MTU regularly informs its stakeholders about sustainability issues. You can find supplementary information, more detailed analyses and older publications online:

- [→ Corporate responsibility at MTU](#)
- [→ Compliance at MTU](#)
- [→ MTU Annual Reports](#)

In addition, we regularly report on important and/or current sustainability topics in central MTU publications and through various communication channels, including our social media platforms.

- [→ News and Media](#)

External validation of the report

The CR reporting for this sustainability report was not subject to external auditing or validation. The majority of corporate processes that underlie data collection for CR reporting are certified. We have already reported selected key figures for topics of very high importance in our non-financial statement. These have been verified by auditors as part of a limited or partly also reasonable assurance engagement.

Contacts

Please address questions about the report to corporateresponsibility@mtu.de

Forward-looking statements

This report contains forward-looking statements. These statements reflect the current understanding, expectations and assumptions of MTU Aero Engines and are based on the information available to management at the present time. Forward-looking statements provide no guarantee that certain results and developments will actually occur in the future, and they entail risk and uncertainty. Consequently, for a variety of reasons, the actual future results of MTU Aero Engines may deviate substantially from the expectations and assumptions expressed here. MTU Aero Engines assumes no obligation to update the statements contained in this communication.

Wording

We have opted for gender-neutral language in MTU's communications, so this Sustainability Report is written in an inclusive way. To ensure readability and consistency, we follow rules that we have established in German for inclusive language@MTU.

Services and Tools

[DOWNLOAD CENTER AND REPORT ARCHIVE](#)

[ONLINE SURVEY ON SUSTAINABILITY@MTU](#)

GRI: [102-45](#), [102-49](#), [102-50](#), [102-51](#), [102-52](#), [102-53](#), [102-54](#), [102-56](#)

Keyfigures at a glance

Employees

Employees

	2017	2018	2019	2020	2021
Total workforce	8,846	9,731	10,660	10,313	10,508

Turnover

	2017	2018	2019	2020	2021
No. of employees that left the company	281	313	289	385	609
Turnover rate (%)	3.8	4.0	3.4	4.2	6.8
New hires male (2017/2018 Germany only)	374	735	991	361	598
New hires female (2017/2018 Germany only)	76	127	201	99	154

Occupational safety

	2017	2018	2019	2020	2021
Reportable workplace accidents* (category 4, more than three days lost)	33	42	47	22	31
Non-reportable workplace accidents* (category 3, 1-3 days lost)	35	37	32	28	39
Accident rate per 1,000 employees (category 4)	3.7	4.3	4.4	2.1	3.0

Employee development

	2017	2018	2019	2020	2021
Training days (total)	21,971	29,468	27,174	17,717	21,141
Training days per employee (Group-wide)	2.3	3.0	2.5	1.6	2.0

Diversity - Proportion of women

	2017	2018	2019	2020	2021
Proportion of women (% staff)	14.1	14.4	14.7	15.1	15.6
Proportion of women (% managers)	10.3	10.7	11.5	11.3	11.8
Proportion of New hires (% staff)	16.9	14.7	16.9	21.5	20.5

Diversity - Age groups

	2017	2018	2019	2020	2021
active workforce < 30 years	14.9	16.9	18.2	16.4	16.2
active workforce 30 – 50 years	52.1	52.4	52.8	53.7	55.1
active workforce > 50 years	33.0	30.7	29.0	29.9	28.6

Operational environmental protection

Energy consumption (in GWh)

	2017	2018	2019	2020	2021
Scope 1	151.1	162.4	164.9	178.6	182.4
Scope 2	126.5	125.6	130.0	116.0	128.8
Total	277.6	288.0	294.9	294.6	311.2

CO₂ emissions (in t CO₂ equivalents)

	2017	2018	2019	2020	2021
Scope 1	34,000	32,800	33,100	39,100	39,900
Scope 2	40,400	39,500	40,800	35,700	11,400
Total	74,400	72,300	73,900	74,800	51,300

Water balance (in m³)

	2017	2018	2019	2020	2021
Intake**	8,820,000	8,682,000	9,691,000	8,327,300	8,079,600
Discharge	9,018,000	9,176,000	9,652,000	9,044,400	8,592,200

Waste footprint (in t)

	2017	2018	2019	2020	2021
Waste footprint, total	7,100	8,010	8,370	7,040	6,800
Recycled	6,210	7,060	7,320	5,440	5,310
Disposed of	890	950	1,050	1,600	1,490
Share of hazardous waste	42.4	41.1	41.1	39.6	40.6

Material consumption (in t)

	2017	2018	2019	2020	2021
Total	7,600	9,860	10,300	7,380	8,230
Proportion of renewable materials (i%)	13.9	13.4	15.6	7.1	19.7

* The accident statistics relate to the total workforce, including temporary agency workers, from 2020 onward. Exception: The recording of category 3 accidents for temporary agency workers began in 2021. Accidents while commuting are not included.

** At the Munich site, a small proportion of the well water and some of the rainwater collected from the roofs is discharged as surface water via the Schwabenbächle stream. Rainwater is discharged into the municipal sewer system only in the event of heavy rainfall. As a result, the sum of the volume discharged into groundwater and surface water may not correspond to the volume withdrawn.

KPI according to GRI

Field of action: Employees

Staff turnover by region GRI 401-1

	2019	2020	2021
No. of employees that left the company	289	385	609
Germany	192	204	460
Rest of Europe	37	104	77
North America	60	77	72
Turnover rate (%)	3.4%	4.2%	6.8%
Germany	2.7%	2.7%	6.2%
Rest of Europe	4.6%	12.1%	8.6%
North America	8.9%	11.2%	11.3%

Staff turnover measured against core workforce

Proportion of women for new hires GRI 401-1

	2019	2020	2021
Group-wide	16.9%	21.5	20.5%
Germany	18.1%	20.3%	22.9%
Rest of Europe	11.0%	29.0%	22.2%
North America	16.8%	19.6%	10.5%

New hires measured against active workforce

Employees on temporary contracts
GRI 102-8

	2019	2020	2021
Employees on temporary contracts	865	634	664
Germany	706	541	518
Rest of Europe	154	88	140
North America	5	5	6
Female employees on temporary contracts			112

Data acquisition for employees on temporary contracts by gender started in 2021

Alternative working arrangements (Germany)
GRI 102-8, 401-3

	2019	2020	2021
Part-time employees total	604	623	596
Part-time employees, male			274
Part-time employees, female			322
Employees on parental leave, female	143	156	190
Employees on parental leave, male	252	258	288

Data acquisition for part-time employees by gender started in 2021

REPORTING IN ACCORDANCE WITH STANDARDS

GRI and UN Global Compact index

The MTU Aero Engines 2020 Sustainability Report was drawn up in compliance with the Global Reporting Initiative (GRI) and meets the GRI standards (“Core” option). The GRI index contains cross-references of the GRI disclosures to the individual chapters in the report. Furthermore, the Sustainability Report serves to provide information on progress made in accordance with the UN Global Compact (UNGC). In this index, you will also find cross-references of the statements in this report to the ten principles of the UNGC.

General disclosures

Organizational profile (102-1 – 102-13)

GRI standard	UNGC principle		Reference/Comment
102-1		Name of the organization	The enterprise MTU
102-2		Activities, brands, products and services	The enterprise MTU
102-3		Organization’s headquarters	The enterprise MTU
102-4		Countries where the organization operates	The enterprise MTU
102-5		Nature of ownership and legal form	The enterprise MTU 2021 Annual Report, p. 19
102-6		Markets served	2021 Annual Report, p. 142, table 54
102-7		Scale of organization	The enterprise MTU

102-8	6	Total workforce	<p>Collaboration and leadership</p> <p><i>Total workforce at fully consolidated sites including apprentices, interns, thesis students and doctoral candidates, students and holiday staff, temporary part-time employees on parental leave, and marginal workers, but excluding temporary workers and inactive employment contracts; as at December 31 each year. Active workforce: employees with permanent or fixed-term contracts, temporary part-time employees on parental leave, excluding students, interns, trainees/apprentices, short-term holiday workers, temporary workers and employees from external companies</i></p> <hr/> <p>KPI according to GRI</p> <hr/> <p>Diversity and inclusion</p>
102-9		Supply chain	Supplier management
102-10		Changes to the supply chain	Supplier management
102-11		Precautionary approach	Environmental management
102-12		External charters, principles, or other initiatives	<p>Sustainability strategy and organization</p> <hr/> <p>Compliance</p> <hr/> <p>Climate impact of aircraft engines</p> <hr/> <p>Environmental management</p> <hr/> <p>Diversity and inclusion</p>
102-13		Memberships	<p>Selection:</p> <ul style="list-style-type: none"> • Aviation Initiative for Renewable Energy in Germany e.V. (aireg) • Bauhaus Luftfahrt e.V. • Bavarian Employers' Associations for the Metalworking and Electrical Industries (bayme) • bavAIRia e.V.

- Bund der Freunde TU München
 - German Aerospace Industries Association (BDLI)
 - co2ncept plus, Association of the Economy for Emissions Trading and Climate Protection e.V.
 - Federation of German Security and Defence Industries (BDSV)
 - Deutsche Gesellschaft für Luft- und Raumfahrt – Lilienthal-Oberth e.V. (DGLR)
 - Friends and Sponsors of the Deutsches Museum
 - Deutsches Verkehrsforum e.V. (DLR)
 - German Aerospace Center (DLR)
 - Enterprise for Health
 - European Aerospace Quality Group
 - Forum Luft- und Raumfahrt e.V.
 - IATA Strategic Partnerships
 - Chamber of Commerce and Industry for Munich and Upper Bavaria (IHK)
 - MINT-Campus Dachau
 - Münchener Bildungsforum gem. n.e.V. (Munich-based network for employee training and HR development)
 - Stifterverband für die Deutsche Wissenschaft (sponsors' association for German science)
 - Trace International, Inc.
 - Bavarian Industry Association
 - Bavarian Employers' Associations for the Metalworking and Electrical Industries (vbm)
 - UN Global Compact (signatory)
 - Unternehmer TUM MakerSpace GmbH
 - Unternehmer TUM Solutions GmbH
 - Association of German Engineers (VDI)
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Strategy (102-14)

GRI standard	UNGC principle		Reference/Comment
102-14	1-10	Statement from the Executive Board	Foreword by the Chief Executive Officer

Ethics and integrity (102-16)

GRI standard	UNGC principle		Reference/Comment
102-16	10	Values, principles and codes of conduct	Compliance Collaboration and leadership

Corporate governance (102-18)

GRI standard	UNGC principle		Reference/Comment
102-18		Governance structure	2021 Annual Report, p. 7-9, 15-16

Stakeholder engagement (102-40 – 102-44)

GRI standard	UNGC principle		Reference/Comment
102-40		Stakeholder groups	Stakeholder dialogue
102-41	3	Collective bargaining agreements	Collaboration and leadership
102-42		Identifying and selecting stakeholders	Stakeholder dialogue
102-43		Approach to stakeholder engagement	Stakeholder dialogue Product quality and flight safety Research and development Environmental management Collaboration and leadership
102-44		Key topics and concerns of stakeholders	Stakeholder dialogue

Reporting practice (102-45 – 102-56)

GRI standard	UNGC principle		Reference/Comment
102-45		Consolidated Group entities	About this report
102-46		Material aspects identified	Sustainability strategy and organization
102-47		List of material topics	Sustainability strategy and organization
102-48		Restatements of information	<i>If climate figures from previous years have been recalculated, this is indicated alongside the data in question in the report.</i>
102-49		Changes in reporting	About this report <i>Consolidated Group entities: Sale of the subsidiary Vericor Power Systems, new repair location MTU Maintenance Serbia</i>
102-50		Reporting period	About this report
102-51		Date of most recent report	About this report
102-52		Reporting cycle	About this report
102-53		Contact point for questions regarding the report	About this report
102-54		Option to apply GRI standards	About this report
102-56		External assurance	About this report

Management approach

Management approach (103-1 – 103-3)

GRI standard	UNGC principle		Reference/Comment
103-1		Boundaries to material topics	<p>Materiality principle <i>MTU determines the relevance of the material topics along the value chain as follows: the relevance of upstream and downstream activities is based on information supplied to MTU by business contacts. We deem any topic to be relevant that plays a significant role in the industry and that has a bearing on MTU's business activities.</i></p>
103-2	1-10	Management approach and its components	<p><i>The management approaches are presented for each material topic.</i></p>
103-3	1-10	Evaluation of the management approach	<p>Sustainability strategy and organization</p> <hr/> <p>Stakeholder dialogue</p> <hr/> <p><i>Management approaches to the material topics</i></p>

Topic-specific standards

Economic standards (201-1 – 207-2)

GRI standard	UNGC principle		Reference/Comment
		Economic performance	
103-2, 103-3	7	Management approach	Sustainability strategy and organization Corporate social responsibility Climate impact of aircraft engines
201-1		Value generated and distributed	The enterprise MTU Corporate social responsibility <i>Key figures are not broken down by market or region</i>
201-2	7	Financial implications and risks due to climate change	Climate impact of aircraft engines
201-3		Defined benefit plan and retirement plans	Collaboration and leadership
		Procurement practices	
103-2, 103-3		Management approach	Supplier management
204-1		Proportion of spending on local suppliers	Supplier management <i>The company's major sites are in Germany, Poland and Canada.</i>
		Anti-corruption	
103-2, 103-3	10	Management approach	Compliance
205-1	10	Operations assessed for risks related to corruption	Compliance

205-2	10	Information and training about anti-corruption	Compliance
205-3	10	Confirmed incidents of corruption and actions taken	Compliance
		Anti-competitive behavior	
103-2, 103-3		Management approach	Compliance
206-1		Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Compliance
		Taxes (GRI 2019)	
103-2, 103-3		Management approach	The enterprise MTU
207-1		Approach to tax	The enterprise MTU
207-2		Tax governance, control and risk management	The enterprise MTU

GRI Standards 2016, wo nicht anders angegeben

Environmental standards (301-1 –308-2)

GRI standard	UNGC principle		Reference/Comment
		Materials	
103-2, 103-3	7, 8	Management approach	Environmental management Conservation of resources
301-1	7, 8	Materials used by weight or volume	Conservation of resources
301-2	7, 8	Recycled input materials used	Conservation of resources
301-3	8	Recycled products and their packaging materials	Conservation of resources

Energy			
103-2, 103-3	7, 8	Management approach	Energy and climate action
			Energy and climate action
302-1	7, 8	Energy consumption within the organization	Energy and climate protection
302-4	7, 8	Reduction of energy consumption	Energy and climate action
302-5	8, 9	Reductions in energy requirements of products and services	Climate impact of aircraft engines
Water and effluents (GRI 2018)			
103-2, 103-3	7, 8	Management approach	Environmental management
			Conservation of resources
303-1	7, 8	Interactions with water as a shared resource	Conservation of resources
303-3	7, 8	Water withdrawal	Conservation of resources
303-4	7, 8	Water discharge	Conservation of resources
303-5	7,8	Water consumption	Conservation of resources
Emissions			
103-2, 103-3	7-9	Management approach	Environmental management
			Energy and climate action
305-1	7, 8	Direct (Scope 1) greenhouse gas emissions	Energy and climate action
305-2	7, 8	Energy indirect (Scope 2) greenhouse gas emissions	Energy and climate action
305-3	7-9	Other indirect (Scope 3) greenhouse gas emissions	Energy and climate action
			Climate impact of aircraft engines

305-4	7, 8	Intensity of greenhouse gas emissions	Energy and climate action
305-5	8, 9	Reduction of greenhouse gas emissions	Energy and climate action
305-7	7, 8	Significant airborne emissions	Energy and climate action <i>To evaluate emissions, we use the emission factors from the German Environment Agency's ProBas database. Where we deviate from this: for sulfur dioxide we use emission factors from our own measurements for kerosene; for nitrogen oxide and carbon monoxide from the operation of engines we use MTU-specific factors (average values from NOx and CO emissions according to the ICAO database for all engines tested by us for the climb out operating point). For indirect emissions we use specific, locally adjusted emission factors based on ProBas.</i>
		Waste	
103-2, 103-3	7, 8	Management approach	Environmental management Conservation of resources
306-2	7	Waste by type and disposal method	Conservation of resources
306-3	7	Spills	Conservation of resources
		Environmental compliance	
103-2, 103-3	7	Management approach	Environmental management
307-1	7	Non-compliance with environmental laws and regulations	Environmental management
		Supplier environmental assessment	
103-2, 103-3	8	Management approach	Supplier management

308-1	7	New suppliers that were screened using environmental criteria	Supplier management
308-2	8	Negative environmental impacts in the supply chain	Supplier management

GRI Standards 2016, wo nicht anders angegeben

Social standards (401-1 – 419-1)

GRI standard	UNGC principle		Reference/Comment
		Employment	
103-2, 103-3	6	Management approach	Collaboration and leadership
401-1	6	Employee turnover	Collaboration and leadership KPI according to GRI Diversity and inclusion
401-2		Benefits provided to full-time employees	Collaboration and leadership
401-3	6	Parental leave	Collaboration and leadership KPI according to GRI
		Labor/management relations	
103-2, 103-3		Management approach	Collaboration and leadership

402-1	3	Minimum notice periods regarding operational changes	<i>Germany: Agreements between the employer and the works council that are governed by collective agreements can be terminated with three months' notice under Section 77 of the German Works Council Constitution Act (Betriebsverfassungsgesetz). As a rule, this is also laid down in the collective agreements. In cases in which the arbitration body's decision can overrule an agreement between the works council and employer, the regulations governing the notice period remain valid until replaced. Also laid down in the collective agreements are the notice periods for the assertion of claims for employers as well as employees. In accordance with Polish law, in Poland this period is 3 working days for temporary contracts for replacement and 1-3 months for permanent contracts dependent on the length of the term of employment. Canada: 2 weeks. USA: 60 days for reduction of 50% or more of the workforce for companies with more than 100 employees. Serbia: 4 weeks</i>
		Occupational health and safety (GRI 2018)	
103-2, 103-3		Management approach	Occupational health and safety
403-1		Occupational health and safety management system	Occupational health and safety
403-2		Hazard identification, risk assessment and investigation of incidents	Occupational health and safety
403-3		Occupational health services	Occupational health and safety
403-4		Worker participation, consultation, and communication	<i>Occupational health and safety The entire workforce of all our production sites is fully represented in the locally organized occupational safety committees, the composition of which reflects the legal requirements for employer and employee representation in the respective countries .</i>

403-5		Worker training	Occupational health and safety
403-6		Promotion of worker health	Occupational health and safety
403-8		Workers covered by occupational health and safety management system	Occupational health and safety
403-9		Work-related ill health	Occupational health and safety
Training and education			
103-2, 103-3	6	Management approach	Employee development
404-1	6	Average hours of training per year per employee	Employee development
404-2		Lifelong learning	Employee development
404-3	6	Percentage of employees receiving regular performance reviews	Collaboration and leadership
Diversity and equality of opportunity			
103-2, 103-3	6	Management approach	Diversity and inclusion
405-1	6	Diversity of governance bodies and employees	Diversity and inclusion <i>Active workforce: employees with permanent or fixed-term contracts, temporary part-time employees on parental leave, excluding students, interns, trainees/apprentices, short-term holiday workers, temporary workers and employees from external companies. Nationalities: We don't track Nationalities on the US, but rather state-mandated diversity metrics based on ethnicity.</i>
405-2	6	Ratio of basic salary and remuneration of women to men	Collaboration and leadership
Non-discrimination			
103-2, 103-3	6	Management approach	Human rights
406-1	6	Cases of discrimination and corrective actions taken	Human rights

Freedom of association and collective bargaining			
103-2, 103-3	2, 3	Management approach	Human rights
407-1	2, 3	Operations and suppliers for which the right to freedom of association and collective bargaining may be at risk	Human rights Human rights in the supply chain
Child labor			
103-2, 103-3	2, 5	Management approach	Human rights
408-1	2, 5	Operations and suppliers at significant risk for incidents of child labor	Human rights Human rights in the supply chain
Forced or compulsory labor			
103-2, 103-3	2, 4	Management approach	Human rights Human rights in the supply chain
409-1	2, 4	Operations and suppliers with significant risk for incidents of forced and compulsory labor	Human rights Human rights in the supply chain
Human rights assessment			
103-2, 103-3	1, 2	Management approach	Human rights Human rights in the supply chain
412-1	2	Operations that have been subject to human rights reviews	Human rights
412-2	1	Employee training on human rights policies or procedures	Compliance
412-3	2	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Human rights Human rights in the supply chain

		Supplier social assessment	
103-2, 103-3	2	Management approach	Supplier management
414-1	2-5	New suppliers that were screened using social criteria	Human rights in the supply chain Supplier management
414-2	2-5	Negative social impacts in the supply chain and actions taken	Human rights in the supply chain Supplier management
		Public policy	
103-2, 103-3	10	Management approach	Stakeholder dialogue
415-1	10	Political contributions	Stakeholder dialogue
		Customer health and safety	
103-2, 103-3		Management approach	Product quality and flight safety
416-1		Products and services for which health and safety impacts were assessed	Product quality and flight safety
416-2		Incidents of non-compliance concerning the health and safety impacts of products and services	Product quality and flight safety
		Marketing and labeling	
103-2, 103-3		Management approach	Product quality and flight safety
417-1		Requirements for product labelling and information	Product quality and flight safety
417-2		Incidents of non-compliance concerning product labeling and information	Product quality and flight safety
417-3		Incidents of non-compliance concerning marketing communications	In the reporting period, there were no incidents of non-compliance with the regulations.

		Customer privacy	
103-2, 103-3		Management approach	Compliance
418-1		Substantiated complaints concerning breaches of data protection	Compliance
		Socioeconomic compliance	
103-2, 103-3		Management approach	Compliance
419-1		Non-compliance with laws and regulations in the social and economic area	Compliance

GRI Standards 2016, unless otherwise stated

More information about:

[The GRI standards for sustainability reporting](#)

[The ten principles of the UN Global Compact](#)

Services & Tools

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GRI: [102-55](#)

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