

# GRI Content Index

## Sustainability Report 2018

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<b>GRI 102: General Disclosures</b>			
<b>Organizational profile</b>			
102-1	Name of the organization	4–5	
102-2	Activities, brands, products, and services	4–5	Company Facts
102-3	Location of headquarters	4–5	
102-4	Location of operations	4–5	
102-5	Ownership and legal form		Annual Report 2018 – Financial Statements pp. 105–107
102-6	Markets served		Annual Report 2018 – Group Review pp. 40–45
102-7	Scale of the organization	4–5	
102-8	Information on employees and other workers	17–18	
102-9	Supply chain	14	New target set in 2018 to increase sustainability performance of suppliers
102-10	Significant changes to the organization and its supply chain		Annual Report 2018 – Financial Statements pp. 47 and 63–64
102-11	Precautionary Principle or approach		Annual Report 2018 – Financial Statements p.121
102-12	External initiatives	16	
102-13	Membership of associations	16	
<b>Strategy</b>			
102-14	Statement from senior decision-maker	2	
102-15	Key impacts, risks and opportunities	6	Annual Report 2018 – Group Review p.37
<b>Ethics and integrity</b>			
102-16	Values, principles, standards, and norms of behavior	4–5	Relevant standards and policies are mentioned throughout the report <a href="http://www.schindler.com/com/internet/en/about-schindler/corporate-culture.html">www.schindler.com/com/internet/en/about-schindler/corporate-culture.html</a>
102-17	Mechanisms for advice and concerns about ethics	29	<a href="http://www.schindler.com/com/internet/en/about-schindler/schindler-compliance-program.html">www.schindler.com/com/internet/en/about-schindler/schindler-compliance-program.html</a>
<b>Governance</b>			
102-18	Governance structure	6	Annual Report 2018 – Financial Statements pp. 105–126
102-19	Delegating authority		Organizational Regulations
102-20	Executive-level responsibility for economic, environmental, and social topics	6	Each sustainability strategic priority has direct oversight from a member of the Group Executive Committee
102-21	Consulting stakeholders on economic, environmental and social topics	6	Consultation is delegated to the Head of Sustainability
102-22	Composition of the highest governance body and its committees		Annual Report 2018 – Financial Statements pp. 105–126
102-23	Chair of the highest governance body		Annual Report 2018 – Financial Statements p.109
102-24	Nominating and selecting the highest governance body		Annual Report 2018 – Financial Statements pp.109–116
102-25	Conflicts of interest		Annual Report 2018 – Financial Statements p.115
102-26	Role of highest governance body in setting purpose, values, and strategy		Annual Report 2018 – Financial Statements p.120
102-29	Identifying and managing economic, environmental, and social impacts		Organizational Regulations
102-30	Effectiveness of risk management processes		Annual Report 2018 – Financial Statements p.121
102-32	Highest governance body's role in sustainability reporting	1	
102-33	Communicating critical concerns	6	This is the role of the Sustainability Governance Council
102-34	Nature and total number of critical concerns		No critical concerns were communicated in 2018
102-35	Remuneration policies		Annual Report 2018 – Financial Statements pp. 84–102
102-36	Process for determining remuneration		Annual Report 2018 – Financial Statements pp. 84–102



Disclosure number	Disclosure Title	Page	URL / References / Direct answer
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups	16	
102-41	Collective bargaining agreements	18	
102-42	Identifying and selecting stakeholders	16	
102-43	Approach to stakeholder engagement	16	
<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements		Annual Report 2018 – Financial Statements pp. 63–64
102-46	Defining report content and topic Boundaries	1	
102-47	List of material topics	6	
102-48	Restatements of information		Data restated is mentioned as such in the 'Our performance' section pp. 17–30
102-49	Changes in reporting		No significant changes
102-50	Reporting period	1	
102-51	Date of most recent report		29 June 2018
102-52	Reporting cycle	1	Annual
102-53	Contact point for questions regarding the report	33	
102-54	Claims of reporting in accordance with the GRI Standards	1	
102-55	GRI context index		Stand-alone document downloadable from: <a href="http://www.schindler.com/com/internet/en/about-schindler/sustainability.html">www.schindler.com/com/internet/en/about-schindler/sustainability.html</a>
102-56	External assurance	31	
<b>GRI 200: Economic</b>			
<b>Economic performance</b>			
201-1	Direct economic value generated and distributed		Annual Report 2018 – Financial Statements
201-2	Financial implications and other risks and opportunities due to climate change	6	Based on the recommendations of the Task-Force on Climate-related Financial Disclosures, we are integrating those in our Enterprise Risk Management system
201-3	Defined benefit plan obligations and other retirement plans		Annual Report 2018 – Financial Statements pp. 40–46
<b>Indirect economic impacts</b>			
203-1	Infrastructure investments and services supported		Not relevant for Schindler
203-2	Significant indirect economic impacts		These occur mainly during the construction of new production facilities globally
<b>Anti-corruption</b>			
205-1	Operations assessed for risks related to corruption	29	
205-2	Communication and training about anti-corruption policies and procedures	29	
205-3	Confirmed incidents of corruption and actions taken	30	
<b>Anti-competitive behavior</b>			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	30	Annual Report 2018 – Financial Statements, pp. 48–49.

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<b>GRI 300: Environmental</b>			
103-1	Explanation of the material topic and its Boundary		Strategic priorities and their management approach are described in detail in the 'Strategy' section of the report (pp. 6–15)
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
<b>Energy</b>			
302-1	Energy consumption within the organization	22	
302-3	Energy intensity	23	
302-4	Reduction of energy consumption	23	
302-5	Reductions in energy requirements of products and services	24	
<b>Water and effluents</b>			
303-1	Water withdrawal by source		Our global water use is mainly limited to what is typically consumed in an office environment where water discharges remain within the municipal treatment system. In 2018, our overall water consumption remained stable at around 500 000 m <sup>3</sup> (or 8 m <sup>3</sup> per employee).
<b>Emissions</b>			
305-1	Direct (Scope 1) GHG emissions	25	
305-2	Energy indirect (Scope 2) GHG emissions	25	
305-3	Other indirect (Scope 3) GHG emissions	25	
305-4	GHG emissions intensity	25–26	
305-5	Reduction of GHG emissions	13–14, 26	
305-6	Emissions of ozone-depleting substances (ODS)	26	
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	26	
<b>Effluents and Waste</b>			
306-2	Waste by type and disposal method	27	
<b>Environmental compliance</b>			
307-1	Non-compliance with environmental laws and regulations	28	

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<b>GRI 400: Social</b>			
103-1	Explanation of the material topic and its Boundary		Strategic priorities and their management approach are described in detail in the 'Strategy' section of the report (pp. 6–15)
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
<b>Employment</b>			
401-1	New employee hires and employee turnover	17–18	
401-3	Parental leave		Defined in country-specific HR policies
<b>Labor/Management Relations</b>			
402-1	Minimum notice periods regarding operational changes		We comply with employment laws and regulations, including rules governing minimum notice periods for significant operational changes, in the individual markets in which we operate – if not defined specifically in collective bargaining agreements
<b>Occupational Health and Safety</b>			
403-1	Workers representation in formal joint management-worker health and safety committees		Safety and health committees have been established for all Group companies
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	8–9	Total Case Rate (TCR)
403-4	Health and safety topics covered in formal agreements with trade unions		The composition of the committees complies with local legislation governing employee management representation
<b>Training and Education</b>			
404-1	Average hours of training per year per employee	18–19	
404-2	Programs for upgrading employee skills and transition assistance programs	18–19	
404-3	Percentage of employees receiving regular performance and career development reviews	19	
<b>Diversity and Equal Opportunity</b>			
405-1	Diversity of governance bodies and employees	18	
<b>Non-discrimination</b>			
406-1	Incidents of discrimination and corrective actions taken	19	
<b>Child labor</b>			
408-1	Operations and suppliers at significant risk for incidents of child labour	20	
<b>Local Communities</b>			
413-1	Operations with local community engagement, impact assessments, and development programs	10–12	The key focus of Schindler's engagement with local communities is on providing vocational education programs to young people
<b>Customer Health and Safety</b>			
416-1	Assessment of the health and safety impacts of product and service categories	20	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	21	
<b>Marketing and labelling</b>			
417-1	Requirements for product and service information and labeling	20–21	
<b>Customer Privacy</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	21	
<b>Socioeconomic Compliance</b>			
419-1	Non-compliance with laws and regulations in the social and economic area	21	