

Summary of Schindler's sustainability performance 2017

Below you will find key quantitative data on Schindler's sustainability performance, in accordance with the Global Reporting Initiative (GRI) G4 guidelines. It includes all key performance indicators Schindler defined as being material. For qualitative and more detailed information, please refer to the Sustainability Report and the Sustainability Brochure on our website at www.schindler.com/sustainability.

G4-10 Total number of employees by employment type and region Employees by business area

Number at year-end	2017	2016	2015
Installation and maintenance	35 670	33 679	32 578
Production	4 489	4 321	4 342
Engineering, Sales, and Administration	20 860	20 271	19 842
Total	61 019	58 271	56 762

In % at year-end	2017	2016	2015
Installation and maintenance	59	58	57
Production	7	7	8
Engineering, Sales, and Administration	34	35	35
Total	100	100	100

Employees by region

Number at year-end	2017	2016	2015
Switzerland	4 711	4 741	4 716
Rest of Europe	16 638	15 690	15 101
The Americas	14 186	13 801	13 728
Asia-Pacific, Africa	25 484	24 039	23 217
Total	61 019	58 271	56 762

In % at year-end	2017	2016	2015
Switzerland	8	8	8
Rest of Europe	27	27	27
The Americas	23	24	24
Asia-Pacific, Africa	42	41	41
Total	100	100	100

G4-11 Collective bargaining agreements

In % at year-end	2017	2016	2015
Employees covered by collective bargaining agreements	70	70	70

G4-EC1 Direct economic value generated and distributed

In CHF million	2017	2016	2015
Direct economic value generated*			
Revenues	10 217	9 768	9 443
Economic value distributed*			
Operating costs	5 192	5 063	5 047
Employee wages and benefits	3 765	3 503	3 307
Payments to providers of capital	618	381	445
Payments to government	247	255	257
Community investments	0	0	0
Economic value retained*	395	566	387

* These economic values were calculated in accordance with GRI G4 definitions, which differ from IFRS.

G4-EN3 Energy consumption within the organization

In gigawatt hours (GWh)	2017	2016	2015
Direct energy			
Natural gas	69	75*	65*
Fuel oil	5	6	7
Others	2	2	3
Vehicles			
Diesel	258	246**	234
Petrol	157	198	221
Others (biofuels, LPG, CNG)	48	14	8
Total direct energy	539	541	538
Indirect energy			
Electricity	112	114	100
District heat	16	17	7
Total indirect energy	128	131	107
Total energy consumption	667	672	645

* Restated: over-reporting at three subsidiaries in 2016 and 2015 in the amount of 12 and 11 GWh respectively.

** Restated: under-reporting by one subsidiary in 2016 in the amount of 5 GWh.

Service fleet composition

Distance travelled in %	2017	2016	2015
Petrol passenger vehicles	15.1	14.2	17.8
Petrol vans and trucks < 7.5 t	11.0	16.7	15.1
Diesel passenger vehicles with particulate filters	35.0	41.1	37.1
Diesel passenger vehicles without particulate filters	1.3	1.8	6.7
Diesel vans and trucks < 7.5 t with particulate filters	23.5	16.8	14.5
Diesel vans and trucks < 7.5 t without particulate filters	1.0	1.6	1.9
Hybrid, electric, and bi-fuel vehicles*	11.1	6.0	4.9
Other vehicles	2.0	1.8	2.0
Total	100.0	100.0	100.0

* Fuel for hybrid, electric, and other vehicles converted to petrol equivalents.

Fuel performance

In l/100 km	2017	2016	2015
Petrol passenger vehicles	9.2	9.8	11.0
Petrol vans and trucks < 7.5 t	12.3	14.0	14.1
Diesel passenger vehicles	6.5	6.7	6.5
Diesel vans and trucks < 7.5 t	7.8	7.7	8.0
Hybrid, electric, and bi-fuel vehicles*	8.2	5.5	4.0
Other vehicles	9.7	10.0	7.6

* Fuel for hybrid, electric, and other vehicles converted to petrol equivalents.

G4-EN5 Energy intensity Energy consumption summary

In gigawatt hours (GWh)	2017	2016*	2015*
Direct energy: fuels for buildings and processes	76	83	75
Direct energy: fuels for vehicle fleet	463	458	463
Indirect energy: electricity and district heat	128	131	107
Total energy consumption	667	672	645

* Restated in line with the G4-EN3 restatement.

Energy intensity ratios

In megawatt hours (MWh) per employee	2017	2016*	2015*
Direct energy: fuels for buildings and processes	1.3	1.4	1.4
Direct energy: fuels for vehicle fleet	7.9	8.1	8.5
Indirect energy: electricity and district heat	2.2	2.3	2.0
Total energy	11.4	11.9	11.9

* Restated in line with the G4-EN3 restatement.

In megawatt hours (MWh) per CHF million	2017	2016*	2015*
Direct energy: fuels for buildings and processes	7.8	8.8	8.1
Direct energy: fuels for vehicle fleet	47.8	48.7	50.1
Indirect energy: electricity and district heat	13.2	14.0	11.6
Total energy	68.8	71.7	69.7

* Restated in line with the G4-EN3 restatement.

G4-EN15 Scope 1 direct greenhouse gas emissions

In kilotons of CO ₂ equivalents	2017	2016*	2015*
Buildings and processes: fugitive emissions	3	2	-
Buildings and processes: fuel use	16	17	16
Fuels for vehicle fleet	114	118	119
Total Scope 1	133	137	135

* Restated in line with the G4-EN3 restatement.

G4-EN16 Scope 2 indirect greenhouse gas emissions

In kilotons of CO ₂ equivalents	2017	2016	2015
Electricity	52	51	42
District heat	3	4	2
Total Scope 2	55	55	44

G4-EN18 Intensity of greenhouse gas emissions Greenhouse gas emissions overview

In kilotons of CO ₂ equivalents	2017	2016*	2015*
Scope 1 buildings and processes	18	19	16
Scope 1 vehicle fleet	114	118	119
Scope 2 indirect	55	55	44
Total Scope 1 and Scope 2	187	192	179

* Restated in line with the G4-EN3 restatement.

Greenhouse gas emissions intensity

In tons per employee	2017	2016	2015
Scope 1 buildings and processes	0.3	0.3	0.3
Scope 1 vehicle fleet	1.9	2.0	2.1
Scope 2 indirect	0.9	0.9	0.8
Total Scope 1 and Scope 2	3.1	3.2	3.2

In tons per CHF million	2017	2016*	2015*
Scope 1 buildings and processes	1.8	1.9	1.7
Scope 1 vehicle fleet	11.2	12.2	12.7
Scope 2 indirect	5.4	5.7	4.7
Total Scope 1 and Scope 2	18.4	19.8	19.1

* Restated in line with the G4-EN3 restatement.

G4-EN21 NO_x, SO_x and other significant air emissions Volatile organic compounds (VOCs)

in tons	2017	2016	2015
Non-chlorinated	131	137	126
Chlorinated	0	0	0
Total VOC emissions	131	137	126

G4-EN23 Total weight of waste by type and disposal method Hazardous/special waste

In tons	2017	2016	2015
Used oils/oil emulsions	1 067	1 081 [*]	908 [*]
% recycled	74	90	76
% incinerated	22	4	13
% landfill	4	6	11
Electric and electronic waste	688	668 ^{**}	618
% recycled	96	98	87
% incinerated	2	0	2
% landfill	2	2	11
Other hazardous waste	294	370	364 ^{***}
% recycled	65	54	34
% incinerated	24	26	30
% landfill	11	20	36
Total hazardous/special waste	2 049	2 119	1 890

^{*} Restated: under-reporting in 2016 and 2015 by one in the amount of 224 tons and 41 tons, respectively.

^{**} Restated: under-reporting in 2016 by one subsidiary in the amount of 9 tons.

^{***} Restated: under-reporting in 2015 in the amount of 28 tons.

Non-hazardous waste

In tons	2017	2016	2015
Scrap metal	18 179	19 202 [*]	18 435 [*]
% recycled	100	100	98
% incinerated	0	0	1
% landfill	0	0	1
Paper/cardboard	3 652	3 723	3 484 ^{**}
% recycled	94	99	96
% incinerated	5	0	2
% landfill	1	1	2
Municipal waste	5 279	5 118 ^{***}	4 929 ^{***}
% recycled	28	39	26
% incinerated	39	26	29
% landfill	33	35	45
Other non-hazardous waste	7 068	6 091 ^{****}	5 841 ^{****}
% recycled	62	68	57
% incinerated	29	24	31
% landfill	9	8	12
Total non-hazardous waste	34 178	34 134	32 689
Total waste disposed	36 227	36 253	34 579

^{*} Restated: over-reporting by one subsidiary in the amount of 1 ton in 2016 and under-reporting in the amount of 103 tons in 2015.

^{**} Restated: under-reporting by one subsidiary in the amount of 28 tons in 2015.

^{***} Restated: over-reporting in the amount of 24 tons in 2016 and 89 tons in 2015.

^{****} Restated: over-reporting by one subsidiary in the amount of 9 062 tons in 2016 and 8 053 tons in 2015.

G4-LA6 Rates of injury, occupational diseases, lost days, fatalities and absenteeism Year-on-year improvement

	2017	2016	2015
Lost time injury frequency rate (LTIFR)	2.2	2.4	2.6
Improvement in LTIFR in %	8	8	10

**G4-LA9 Average hours of training per year per employee
Average days of technical training for technicians**

In days per employee	2017	2016	2015
Europe	5.5	5.7	5.6
The Americas	10.2	8.9	9.3
Asia-Pacific, Africa	7.9	8.4	8.2
Global average	7.8	7.7	7.7

G4-LA11 Employees receiving performance and career development reviews

In % at year-end	2017	2016	2015
Employees receiving formal performance review at least once per year	71	67	79

**G4-LA12 Composition of governance bodies and breakdown of employees by gender and age
Employees by gender at year end**

Number at year-end	2017	2016	2015
Women on the Board of Directors	2	2	2
Women on the Group Executive Committee	0	0	0
Women in Group Management	56	-	-

Employees by age distribution at year end

In % at year-end	2017	2016	2015
Below 30 years	26	25	22
Between 30 and 50 years	56	57	59
Above 50 years	18	18	19
Total	100	100	100

G4-PR5 Results of surveys measuring customer satisfaction

At year-end	2017	2016	2015
Number of surveys completed	131 167	136 333	130 429
Net Promoter Score improvement compared to previous year in %	5	11	6
Response rate improvement compared to previous year in %	1	2	19
Promptness of feedback to customer compared to previous year in %	-1	29	4

For more detailed information, please refer to www.schindler.com/sustainability, the Sustainability Reports and the Sustainability Brochures or e-mail us at sustainability@schindler.com.