Healthy Workplaces Summit 2013
‘Working together for risk prevention’

Tom Schalenbourg, Sustainable Development Director
Toyota Material Handling Europe

Safety and health at work is everyone’s concern. It’s good for you. It’s good for business.
The role of EU-OSHA in setting the standard for safety benchmarking: a partner’s perspective

Tom Schalenbourg
Sustainable Development Director
Toyota Material Handling Europe
Where do we operate?

WE ARE ACTIVE IN MORE THAN 30 EUROPEAN COUNTRIES

Facts

4,500
trained service technicians

3,300
Mobile fleet of fully equipped service vans

290,000
trucks on service agreement

3.5 million
service assignments per year

143,000
units sold in FY13

4
European factories

Key
Where we operate
○ TMHE operations

Our facilities
● Factory
■ Headquarters

Safety and health at work is everyone's concern. It's good for you. It's good for business.
Safety is 1 of 3 pillars of our Sustainability Strategy

MINIMISE environmental Impact

OPTIMISE business processes

MAXIMISE safety, quality & performance

safety of
- our products & services
- our workplaces
Our customers’ objectives

In order to gain a clearer picture of our customers’ needs, we conducted a benchmarking exercise of 30 European fleet customers. Of these:

- Demand **Transparency** on suppliers’ performance
- Published **targets**
- Published targets related to **forklifts**

<table>
<thead>
<tr>
<th></th>
<th>Energy / CO₂</th>
<th>Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand Transparency</td>
<td>63%</td>
<td>47%</td>
</tr>
<tr>
<td>Published targets</td>
<td>70%</td>
<td>27%</td>
</tr>
<tr>
<td>Published targets related to forklifts</td>
<td>24%</td>
<td>13%</td>
</tr>
</tbody>
</table>
Our Report focuses on Safety

Forklift accidents' statistics

- 43%: Pedestrians hit by forklift
- 29%: Accidents involving forklift driver
- 9%: Entrapment between or against an object and the truck
- 7%: Fall from height moving work platform on the forks of the truck
- 6%: Person hit by object falling from forklift truck
- 6%: Others

Of our customers’ employees

Of our own employees

FY13 Injury rate

4 Factories vs. 4 Sales and Service companies

Safety and health at work is everyone's concern. It's good for you. It's good for business.
Reporting 1st in our industry means:

We are expected to BENCHMARK our performance with that of others!

Own employees:
• Competitors don’t have the data available
• Who else to compare with?

Customers’ employees:
• European detailed accident statistics aren’t available for forklifts
• National safety statistics on forklift safety vary in quality & detail
Successful benchmarking criteria?

**transparent reporting** on policy and performance data following reporting standards to allow for **comparability** of data

**accountability** for accurate, timely data and for performance

The right level of technical detail to create **credible momentum**
(too little = box ticking, not credible versus too much = impossible to create momentum)

**comparing** performance with similar companies

**sharing** of best practices to improve performance

**measurable impacts** at individual and at group level
5 ways we benchmark safety

- **Stakeholder Panel**
  - 30 companies provided feedback summarised in report

- **GRI Level Check**

- **Ecovadis**
  - 3rd Party Assessment

- **EU OSHA benchmarking initiative**

- **Carbon Disclosure Project**
  - Audience = investors AND suppliers

Safety and health at work is everyone’s concern. It’s good for you. It’s good for business.
## Existing benchmarks by “driver”

<table>
<thead>
<tr>
<th>Driven by</th>
<th>Environment</th>
<th>Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Institutional shareholders</strong></td>
<td>Dow Jones Sustainability Index</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>FTSE for Good Index</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Carbon Disclosure Project (CDP)</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Global 500 customers</strong></td>
<td>Ecovadis</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>SEDEX</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>CDP Supply Chain</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Public Society</strong></td>
<td>Business in the Society</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Business in the Environment</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>CDP Cities</td>
<td>✓</td>
</tr>
</tbody>
</table>
## Existing reporting standards

<table>
<thead>
<tr>
<th></th>
<th>Environment</th>
<th>Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>ISO 26000</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Greenhouse Gas Protocol</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>CDP</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>ILO</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>EU OSHA</td>
<td>✓</td>
<td>?</td>
</tr>
</tbody>
</table>
What is GRI?

The Global Reporting Initiative:

• NGO
• promotes economic, social, environmental transparency.
• produces one of the world's most prevalent standards for sustainability reporting
• used by 4,000 organisations from 60 countries to produce their sustainability reports
• GRI G3.1 reporting guidance in print-outs
GRI FRAMEWORK

PROFILE DISCLOSURES
- Strategy
- Profile
- Reporting Parameters
- Governance

PERFORMANCE INDICATORS
- Economic (9)
- Environmental (30)
- Labour (14)
- Human Rights (11)
- Social (8)
- Products & Services (9)
### GRI safety performance indicators

<table>
<thead>
<tr>
<th>Labor Practices</th>
<th>Product Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA6 Safety committees</td>
<td>PR1 Safety life cycle assessment of products &amp; services</td>
</tr>
<tr>
<td>LA7 Employee health and safety statistics</td>
<td>PR2 Incidents of non-compliance with safety regulations / voluntary codes</td>
</tr>
<tr>
<td>LA8 Health education</td>
<td></td>
</tr>
<tr>
<td>LA9 Union involvement</td>
<td></td>
</tr>
</tbody>
</table>

[https://www.globalreporting.org/reporting/G3andG3-1/guidelines-online/G3Online/StandardDisclosures/Pages/default.aspx](https://www.globalreporting.org/reporting/G3andG3-1/guidelines-online/G3Online/StandardDisclosures/Pages/default.aspx)
Safety and health at work is everyone’s concern. It’s good for you. It’s good for business.

We were assessed by Ecovadis

**EXTERNAL BENCHMARKING**

TMHE ranked top 11% most sustainable company of 24,000 suppliers

Ecovadis safety related questions in handouts
CDP: a successful benchmarking case

CARBON DISCLOSURE PROJECT (CDP)

• Biggest driver for 70% carbon targets vs. 27% safety targets (p6)
• Collects disclosure on climate change strategy from 6,000 companies worldwide
• Compatible with GRI and other standards
• Exchanges data with Ecovadis and other platforms
• Provides investor with reports on best companies to invest in
• Has Ban Ki Moon or Bill Clinton present their annual report
• Started as NGO with 10 people to start with
> 40 sustainability software companies

120 million € revenues for sustainability software companies

- 100% focus on environment
- 70% have safety as integral part

Software providers are keen to get “approval” as a partner of CDP (gold, silver, bronze)

Could EU OHSA play a role in “approving” or “labelling” standard safety questionnaires of software providers?

European Agency for Safety and Health at Work
DUAL IMPACT
Healthy Workplaces
Conclusions

Many benchmarking initiatives exist
Companies already report on safety and DISLIKE double reporting
No-one is awarding successful companies with attention
No central oversight to encourage weaker performing companies

How can existing initiatives be encouraged to deliver more value in terms of knowledge sharing?

The CDP plays both these roles very well for Climate Change, could EU – OSHA take on this role for safety?
Looking Ahead

The Real Challenge of Safety Benchmarking is not deciding what topics we should add to a list of questions, it is how can we elevate safety higher on the agenda:
• of companies and their sustainability reporting
• of investors and issues they take into consideration
• of new employees

If we can increase the **DEMAND** for safety data, the quantity and quality of data will increase more than if we focus on increasing the **SUPPLY** for which there is little demand.
Hand-outs

GRI Framework G3. and safety indicators

Ecovadis questionnaire – safety questions

CDP Questionnaire