



Healthy Workplaces Summit 2013

‘Working together for risk prevention’

Tom Schalenbourg, Sustainable Development Director
Toyota Material Handling Europe





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

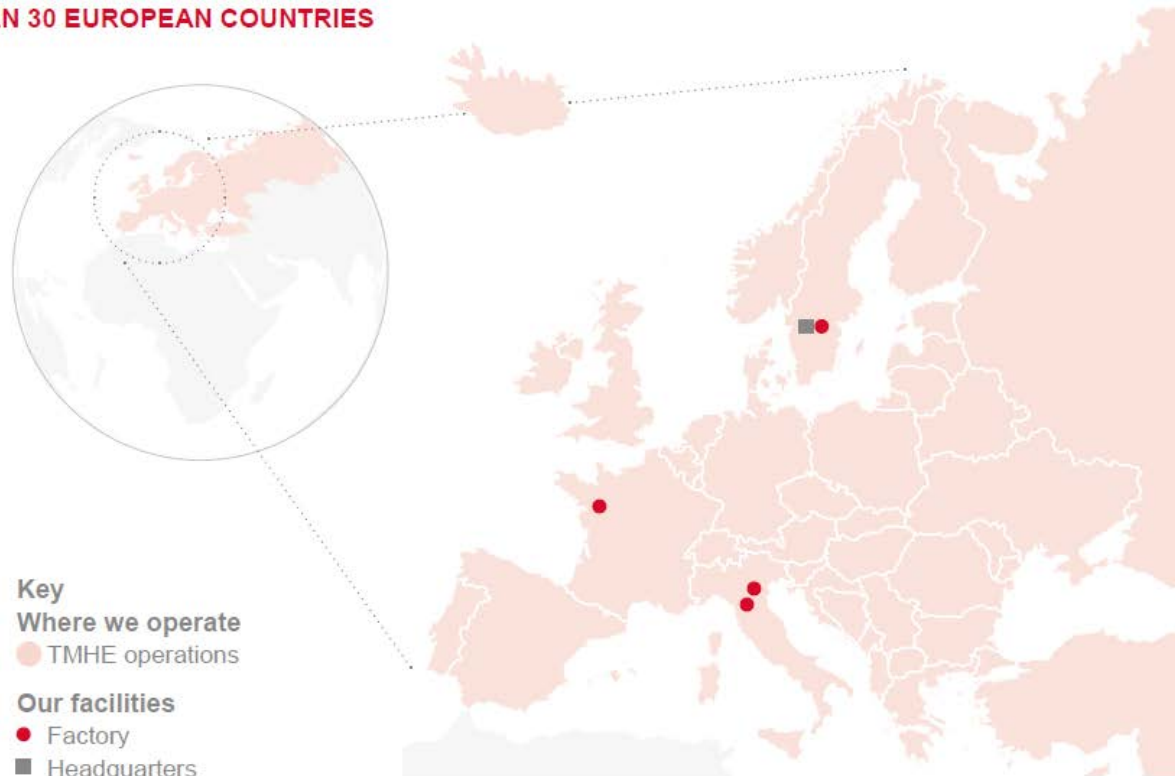


Where do we operate?

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



Safety is 1 of 3 pillars of our Sustainability Strategy

**DUAL
IMPACT**
together we make a difference

MINIMISE environmental Impact

OPTIMISE business processes

MAXIMISE safety, quality & performance

safety of

- our products & services
- our workplaces

Toyota Material Handling Europe
Sustainability Report 2013



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

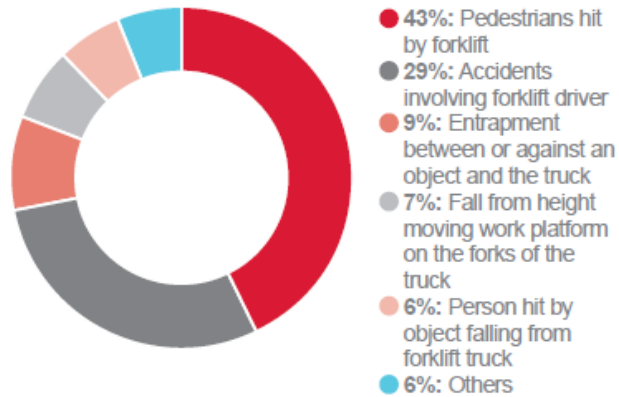
Published **targets**

Published targets related to **forklifts**

| Energy / CO ₂ | Safety |
|--------------------------|--------|
| 63% | 47% |
| 70% | 27% |
| 24% | 13% |

Our Report focuses on Safety

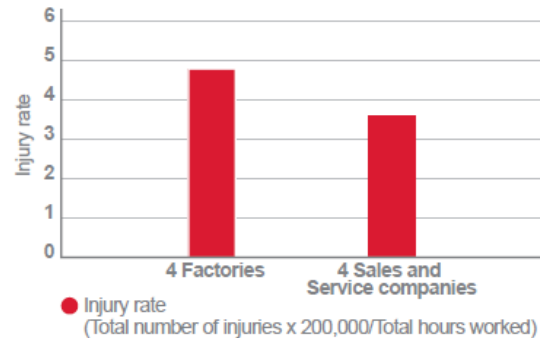
Forklift accidents' statistics



Of our customers' employees

Of our own employees

FY13 Injury rate



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

Existing benchmarks by “driver”

| Driven by | | Environment | Safety |
|-----------------------------------|--|-------------|--------|
| Institutional shareholders | Dow Jones Sustainability Index | ✓ | ✓ |
| | FTSE for Good Index | ✓ | ✓ |
| | Carbon Disclosure Project (CDP) | ✓ | |
| Global 500 customers | Ecovadis | ✓ | ✓ |
| | SEDEX | ✓ | ✓ |
| | CDP Supply Chain | ✓ | |
| Public Society | Business in the Society | ✓ | ✓ |
| | Business in the Environment | ✓ | |
| | CDP Cities | ✓ | |

Existing reporting standards

| | Environment | Safety |
|-------------------------|-------------|--------|
| GRI | ✓ | ✓ |
| ISO 26000 | ✓ | ✓ |
| Greenhouse Gas Protocol | ✓ | |
| CDP | ✓ | |
| ILO | | ✓ |
| EU OSHA | ✓ | ? |

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

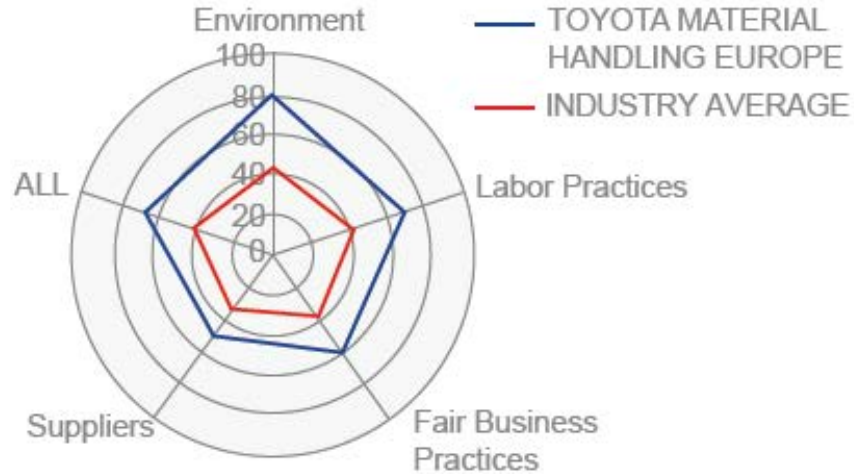
| Labor Practices | | Product Responsibility | |
|-----------------|---------------------------------------|------------------------|---|
| LA6 | Safety committees | PR1 | Safety life cycle assessment of products & services |
| LA7 | Employee health and safety statistics | PR2 | Incidents of non-compliance with safety regulations / voluntary codes |
| LA8 | Health education | | |
| LA9 | Union involvement | | |

<https://www.globalreporting.org/reporting/G3andG3-1/guidelines-online/G3Online/StandardDisclosures/Pages/default.aspx>



We were assessed by Ecovadis

EXTERNAL BENCHMARKING



This is the position of TOYOTA MATERIAL HANDLING

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?

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

