We Elevate... Our World
Sustainability Report 2019

Schindler

"For over **145** years, Schindler has grown around the world while being recognized as a responsible corporate citizen in each country where the company operates."

Silvio Napoli
Chairman of the Board of Directors

Contents

About this report

This report is based on the Global Reporting Initiative (GRI) standards and is Schindler's eighth Sustainability Report. It covers all entities included in our consolidated financial statements and reflects our performance in the period from January 1, 2019, to December 31, 2019. The report is approved by the Board of Directors. External assurance is delivered by Swiss Climate in accordance with AA1000AS (2008) Type 2 on our carbon footprint data (scope 1–3) and sustainability priorities. We welcome your questions, comments, and feedback at: sustainability@schindler.com

Published on June 29th, 2020.

Cover page: The Bund in Shanghai, China,
and Schindler technician at The Circle, Zurich, Switzerland
Previous page: Sinar Mas Plaza, Shanghai, China

Message from the Chairman

As I write this message, the world is still in the midst of battling a global pandemic. The COVID-19 outbreak is a deep humanitarian crisis that has gravely affected the world and the economy. It is posing difficult – even unprecedented – challenges to businesses, communities, and people everywhere. In just a few short months, our way of life has changed dramatically.

Yet in many areas, life – and work – has had to continue, not least to keep critical infrastructure running. Schindler employees worldwide have been responding with outstanding engagement and solidarity. Service technicians around the world swiftly adjusted to new safety requirements to maintain elevators and escalators in private and public buildings, including hospitals and other system-critical institutions. In parallel, the Schindler community has come together to donate personal protection equipment, to support the construction of emergency hospitals, or to collect donations for local emergency initiatives. All these actions, however big or small, are yet another example of what corporate citizenship is about.

Every crisis brings with it unprecedented opportunities. Awakening us to the fragility of our civilization, the COVID-19 one stimulates to collectively rethink the future that we want to create. Building on the adaptability that we have seen during this pandemic, a new more sustainable approach to our economy appears more urgent than ever and, suddenly, within closer reach than we ever thought.

Looking back at 2019, we at Schindler continued to invest in the future of our company and, in doing so, made further progress towards our sustainability goals. This report goes into some of the successes, but also highlights the formidable challenges that lie ahead.

Among the highlights, our longstanding dedication to education and vocational training is one of the sustainability pillars of which we are most proud. We have initiated the development of a global standard for apprentices, with the aim of providing young technicians with opportunities to gain hands-on experience under direct tutoring of seasoned Schindler professionals, scaling up the state-of-the-art programs that have been established for decades in Switzerland and Germany. Many graduates will join our next generation of employees, while others will go on with their careers armed with a "Schindler degree."

Fostering an inclusive work environment, bringing together people with different backgrounds, valuing different perspectives and embracing an open dialogue are other key elements for future success. We have made strides towards a more diverse workforce and are committed to continuing this journey, by broadening the scope of our initiatives well beyond gender balance.

We continue to meet the evolving expectation of building owners, developers, and architects to construct and refurbish in line with green certifications schemes. In 2019, we completed the refurbishment of our own headquarters in Ebikon (built 60 years ago), which was awarded with a Gold LEED Certification, the standard for green buildings.

Inevitably, we also strive for improvements in areas where we have not been as successful as we would have liked, such as reducing the carbon footprint of our global vehicle fleet. Our Group is resolved to find new ways to support our service technicians, reducing both their time on the road and the polluting emissions associated with it.

As a closely held company, Schindler is dedicated to healthy growth. Step by step, year after year, we continue to build on the foundation of sustainability laid over five generations, for the future of our customers, our employees, our shareholders, our communities, and our planet.

Silvio Napoli
Chairman of the Board of Directors

Highlights of 2019

60%

60% of "Schindler City" electricity consumption in Jiading (Shanghai) covered by on-site solar energy production

Schindler City Jiading
China

Partnering for better buildings

The Swiss Government is incentivizing energy efficiency improvements of elevators as modernization reduces electricity consumption by up to 50%. As the technology partner, Schindler developed an online tool for assessing potential energy savings that could be used to determine the financial support granted to the building owners.

100%
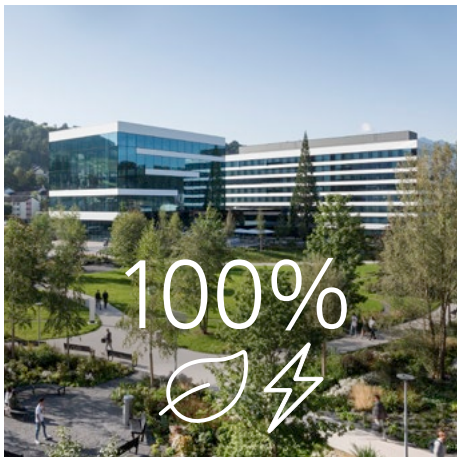
Carbon-neutral campus Ebikon (Switzerland) through 100% green electricity, district heating, and on-site photovoltaics

Campus Ebikon
Switzerland

4 000 students in over 40 countries involved in Schindler's vocational education and training programs, providing young people with the skills and experience they need to take their first step in their professional lives.

Best-in-class energy ratings (ISO 25745) for all new modular Schindler elevators

Transforming the business of buildings

By combining an integrated cloud platform with a digital building twin and data-driven insights, Building-Minds contributes to the transformation of the industry toward a more sustainable building management. By developing a common data model in line with international and national standards, the start-up created by Schindler enables the use of standardized sustainability metrics, advanced analytics, and prescriptive management capabilities.
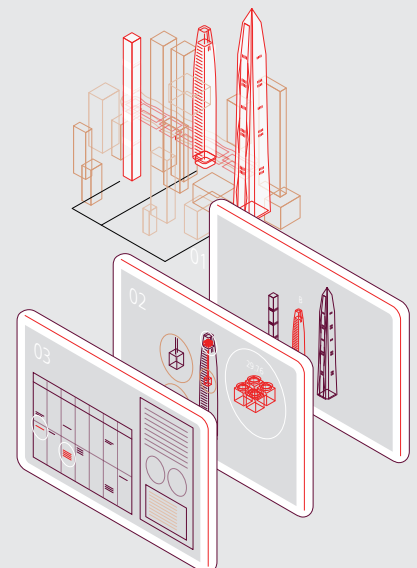
Schindler in brief

Every day, Schindler elevators, escalators, and moving walks move more than 1.5 billion people. Through innovation and technological leadership, Schindler develops high-quality mobility solutions and creates smart and sustainable spaces for urban living.

Key figures

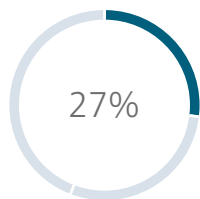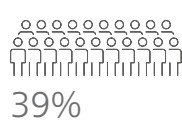|		
Revenue In CHF million **11 271**	Number of employees As of December 31, 2019 **66 306**	Net profit In CHF million **929**
Total R&D investment In CHF million **196**	Personnel expenses In CHF million **4 243**	Total dividend In CHF million **430**

Key figures per market region

Asia-Pacific

Revenue
In % of Group
27%

Employees
In % of Group
39%

Americas

Revenue
In % of Group
29%
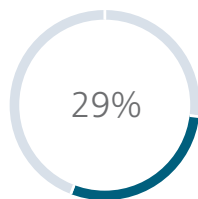
Employees
In % of Group
23%

EMEA

Revenue
In % of Group
44%
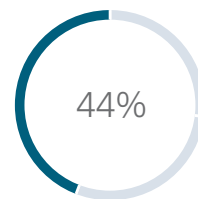
Employees
In % of Group
38%
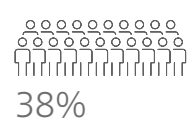
Employees by business area

Production

7%

Installation and maintenance

59%

Engineering, sales, administration

34%

Products and services

Schindler offers smart mobility solutions for buildings of all sizes, types, and forms across the entire life cycle of a unit – from planning and installation to maintenance and modernization. The start-up BuildingMinds develops solutions to optimize the management of entire building portfolios. State-of-the-art transit management systems complete the offering.

Residential elevators

Commercial elevators

Escalators and moving walks

Modernization

Maintenance

Transit management

Plan and design

Digital solutions

Global presence
Schindler has over 1 000 branch offices in more than
100 countries, as well as production sites in 9 countries
and R&D facilities around the world.

Berlin
Ebikon
Vienna
Dunajská Streda
Randolph
Morristown
Clinton
Hanover
Locarno
Zaragoza
Xuchang
Suzhou
Shanghai
Pune
Hong Kong
Ho Chi Minh City
Londrina
São Paulo

● Headquarters
Ebikon, Switzerland

● Production sites
Austria
Brazil
China
India
Slovakia
Spain
Switzerland
USA
Vietnam

○ R&D, IT,
Digital Business
Austria
Brazil
China
Germany
India
Spain
Switzerland
USA

● PORT
Experience Centers
China
Switzerland

Sustainability roadmap

Schindler's sustainability roadmap 2022 was launched in 2018 and is driven by the Board of Directors. It establishes a clear framework for action on six strategic priorities that capture our most important sustainability challenges and opportunities. These were identified through consultations with the Group Executive Committee and a selection of senior managers. A panel of independent experts added their insights, too, to optimize the focus and impact of the strategy.

Progress in meeting our sustainability goals supports the achievement of our corporate strategic targets. Our focus is to integrate these as much as possible into existing policies, management systems, and ongoing technical, business and leadership trainings. We have therefore defined accountabilities, identified targets, and selected performance indicators to measure our progress. Progress reports are externally assured.

> **"Sustainability is vital to our business strategy and helps us develop innovative solutions that meet the needs of urban mobility."**
>
> **Thomas Oetterli**
> Chief Executive Officer

We communicate our progress to key stakeholders via a GRI report published annually. In addition, we respond to a selection of external assessments such as CDP, EcoVadis, Sustainalytics, and ISS-oekom. Together with feedback from our employees, our customers, and our shareholders, these inform our regular internal reviews with the Group Executive Committee and the Board of Directors to continuously improve our approach.

Sustainability Governance at Schindler

Board of Directors
Supervisory and Strategy Committee

− governance and compliance
− approves strategy and sets goals

Sustainability Governance Committee

− advises on sustainability
− monitors progress on strategy and goals
− highlights emerging developments

Group Executive Committee

− proposes and executes strategy
− accountable for goals' achievement

Priority	Goals (2018–2022)	Result 2019
Enhance safety	Reduce the number of employee incidents and injuries by improving our Total Case Rate (TCR) by 20% compared to 2017.	−24%
Attract diverse talents	Increase the number of women in the succession planning for leadership roles to 25% and promote an inclusive work culture.	21%
Create value in communities	Develop our vocational education programs to support communities.	4 000 students in over 40 countries
Pioneer smart urban mobility	Increase the number of passengers using Schindler's digitally connected elevators and escalators to over half a billion people per day.	150 million
Lower vehicle fleet emissions	Reduce CO_2 intensity of our global vehicle fleet by 25% compared to 2017 (t CO_2e/CHF million).	−9%
Increase sustainability in the supply chain	Perform independent sustainability assessments for 75% of our manufacturing purchases.	33%

Schindler supports the 2030 Agenda for Sustainable Development as well as the Paris Climate Agreement, both adopted in 2015. The following United Nations Sustainable Development Goals are those where Schindler can have the most impact, although we contribute to a wider set of goals.

SUSTAINABLE
DEVELOPMENT
GOALS

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

Enhance safety

Safety is a core value of Schindler. Success is achieved only when passengers trust and experience our products to be safe and reliable, and when employees and subcontractors are working in safe and secure conditions.

Our Safety and Health Policy applies to all Group companies, including subcontractors. It is implemented through our Safety Management System based on well-defined oversight and accountability, clear rules and standard practices, as well as rigorous employee training and field evaluations.

Established Safety Steering Oversight Committees ensure that we have strong feedback mechanisms informing measures to support our zero-incident culture. Chaired by the CEO, the Global Safety Committee brings together local technicians and corporate functions with representatives from sites across all regions.

> **"Leadership, best-in-class training, effective process compliance, and a zero-tolerance approach towards safety violations are Schindler's essentials for building a stronger safety culture."**
>
> **Rob Seakins**
> Member of the Group Executive Committee, responsible for Field Quality & Excellence

Integrating mindfulness

Incident investigations revealed that distraction and routine tasks can lead to missing critical safety steps, incomplete work, and incorrect decisions or actions.

In the Americas region, Schindler is piloting a local mindfulness initiative introducing a new tool to help better focus and give full attention to the work at hand with the help of mindfulness experts.

In 2019, we delivered 23 independent Safety and Health assessments to measure compliance with Schindler's policies, rules, and defined working method. We also launched Safety Leadership 2.0 to help managers have a stronger and effective impact on employee safety. 126 000 safety walks were completed providing an effective channel to implement our "zero-tolerance of safety violations" approach.

Schindler's service technicians underwent 8.8 days of technical and safety training on average this year. From safety compliance, through e-learning, to "No Go Safety Stations" trainings, focusing on high-risk activities, our safety rules and expectations are communicated to employees in more than 30 languages. In 2019, we rolled out a virtual reality safety experience to simulate real impact environments for training purposes. In that way, field technicians were exposed to experiences enabling them to better grasp the impact of high-risk situations and realize the importance of following the safety rules. We also continued the deployment of mobile on- and off-line applications to facilitate employee safety reporting on-site.

8.8

Number of days, Schindler service technicians underwent technical and safety training on average in 2019.

To measure our progress, we track our Total Case Rate (TCR). TCR is a comprehensive safety indicator that measures not only the number of lost workday cases due to injury, but also includes cases where an employee cannot perform his or her regular job. In 2019, we achieved a TCR of 3.8, representing a 24% improvement from 5.0 in our 2017 base year.

> **In 2019, field supervisors and management completed 126 000 safety walks.**

Safety depends on attention to small details

Attract diverse talents

As a global company with operations, services, and customers spread across the world, inclusion and diversity is fundamental to Schindler's ability to adapt to change and grow. Diverse teams in an inclusive work environment take better decisions. Schindler is committed to being an equal opportunity employer and helping to bridge the opportunity gap that spans all industries.

> **"Inclusion is key to create an environment that welcomes all aspects of diversity and ensures the organization benefits from each person's full contribution and unique perspective."**
>
> **Eric Way**
> Head of Corporate Inclusion & Diversity

Our approach focuses on integrating inclusion and diversity across the key pillars of our People Strategy – from talent attraction and retention, leadership training and assessments to promotion and succession planning. With only 12% of female employees in our workforce, we have focused our initial steps on gender balance.

Driven by a Group-level diversity committee with a clear mission and vision statement, several initiatives have been implemented since 2016, including Women in Leadership programs, flexible work arrangements, unconscious bias workshops, inclusive leadership trainings, and dedicated gender diversity chapters in our talent review meetings.
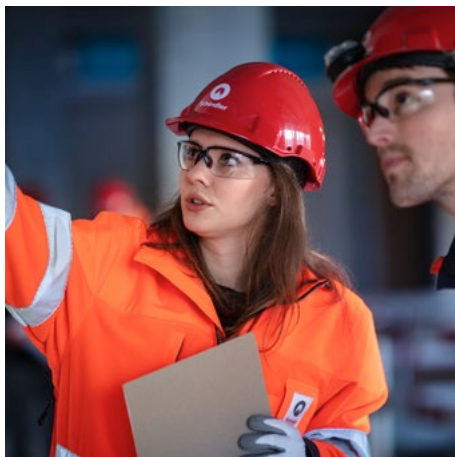

Diverse teams in an inclusive work environment take better decisions

Regional and local diversity committees have taken ownership of the inclusion and diversity agenda and are now proactively adopting strategies suiting their respective cultural environment. Local programs also target inclusion of people with disabilities, such as targeted hiring programs in Brazil and India, or working with suppliers in France specialized in employing people with disabilities.

Although a pool of talented female candidates receiving more visibility and development opportunities has been created, more needs to be done to ensure we leverage the full value of diverse teams. At the end of the reporting year, we had 21% female candidates within our planning for leadership positions, an improvement from 19% the year before.

In 2019, we introduced further gender bias mitigation steps for our Group Hiring and Recruitment Policy. Each key hiring process must be carried out by a gender-mixed panel of interviewers and include one female candidate in every final round of interviews.

* Lesbian, Gay, Bisexual, Transgender, and Intersex
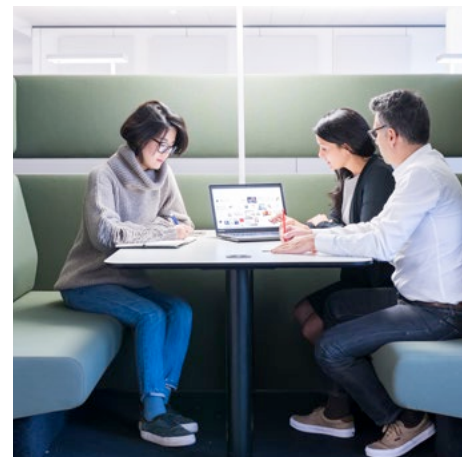
We remain committed to fostering a safe and open environment in which people feel comfortable being themselves and having dialogues not just about their similarities, but about their differences and the uniqueness they bring to the table. Going forward, we will increase the focus on inclusive behaviors and expectations on leaders, while reinforcing our efforts to improve gender balance and widen the scope of our diversity initiatives.

Diversity of governance bodies	2019
Women on the Board of Directors	2
Women on the Group Executive Committee	–
Women in executive positions	56

Beyond gender, becoming a more LGBTI*-friendly employer

Schindler Switzerland has been awarded the Swiss LGBTI* label, taking another step forward in its journey to become a more inclusive and diverse employer. Our internal Pride and Friends network supported the certification process. This was a great way to learn about our strengths in LGBTI* inclusion, as well as where we need to focus attention in the future to improve.

Create value in communities

Over and above the contribution Schindler products make to urban mobility, we strive to make a positive contribution to society through targeted Corporate Social Responsibility initiatives.

Vocational education and training
With youth unemployment being a global challenge, we are proud to give young people the opportunity to take their first step into the world of work and develop the skills and experience they need to move forward in their careers.

At the end of 2019, over 4 000 students were engaged in vocational education and training programs in over 40 countries. Within the Group, apprenticeships help to prepare the future generation of service technicians and fitters. Therefore, to harmonize the skills and experience apprentices gain during their time at Schindler, we started working on a Group standard for apprentice fitters and service technicians. The standard will provide guidance to operating countries on curriculum, apprenticeship delivery models, and program administration.

> **"By giving young people the opportunity to develop professional skills and experience, we help them build the foundations of their careers. In return, they help us to focus on the future and the next generation."**
>
> **Bruno Wicki**
> Head of Vocational Training,
> Schindler Switzerland

In spite of our efforts to make vocational education and training programs more inclusive and diverse, it remains challenging to attract young women in our industry, particularly apprenticeships in technical professions such as fitters or service technicians. However, in this reporting year, we are encouraged to see Australia reach 15% female apprentices in technical professions.

Supporting inclusive urban development
A great example of how our products can support inclusive urban development comes from Medellín, Colombia. A series of outdoor escalators installed on a hillside in the city have transformed a strenuous uphill journey into a short escalator ride. This has improved the daily commute of 12 000 community residents who previously faced a long walk up and down the hill every day.

A series of outdoor escalators installed on a hillside of Medellín, improving the daily commute of 12 000 community residents

Cycling for funds

For the last six years, the Tour de Schindler has brought a team of cyclists together to cycle between two European cities. In 2019, the initiative took on a new dimension, engaging cyclists from six different European countries to undertake the ride to Schindler headquarters in Ebikon. Funds raised by the cyclists went to support a range of social causes.

Pioneer smart urban mobility

In 2019, we made progress in transforming our business digitally. We also added new solutions to our digital product offering while progressing on our modularity program. Transit management through The PORT Technology kept playing an important role in mitigating congestion in heavy-traffic commercial buildings.

With Schindler Ahead, our digital solution for elevators and escalators, we connect elevators and escalators with passengers, building owners, service technicians, and Schindler's Contact Center in the industry's first fully closed-loop platform.

Connectivity allows for the permanent monitoring of equipment such as motor temperature, door movement, and power consumption. Combined with the use of diagnostic tools and advanced analytics, this data enables Schindler to identify, analyze, and resolve possible issues before they occur, extending the life span of the equipment.

Technicians in the field are notified in real time and have access to a comprehensive knowledge-based digital expert. Support comes from Schindler's Technical Operation Centers – a global interconnected network of technical specialists and data analysts working side by side to turn data analytics into tailored, concrete actions. They monitor our connected units, address issues, coordinate actions, and deploy technicians.
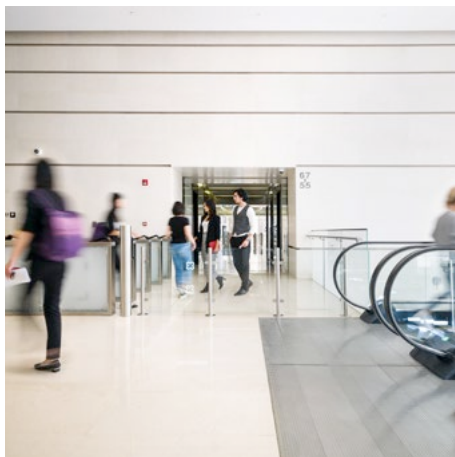
The PORT Technology provides seamless passenger traffic flow

_____

Route optimization and reduced number of unscheduled visits together with faster response and increased convenience for passengers are among the benefits of the services we can deliver with smart mobility solutions. As an effect, it will also help to lower fuel consumption and the carbon footprint of our service fleet and reduce related traffic in cities.

> ## "Connectivity supports maintenance by monitoring and analyzing data to have the equipment serviced before issues occur."

Christian Schulz
Member of the Group Executive Committee, responsible for Global Operations
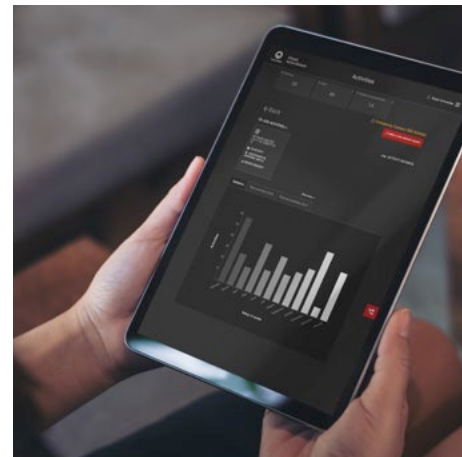
Schindler ActionBoard

_____

In addition, the ActionBoard app keeps everyone informed. Building owners or facility managers can check the health status of their unit at any time in order to better operate and manage their building, monitor and improve energy consumption of their equipment, and reduce their carbon footprint.

Digital transformation will contribute to better building management and deliver further value to our customers. We have therefore set ourselves the target of moving over half a billion people daily on connected elevators and escalators by 2022. In 2019, over 150 million passengers a day used a Schindler's connected elevator or escalator.

Lower vehicle fleet emissions

With transportation contributing 15% of the world's greenhouse gas emissions[1], we need to rethink how we move people and goods. Schindler operates a global fleet of vehicles to install and service its products which accounts for the largest proportion of our direct energy consumption.

Our commitment to reduce fleet emissions is stipulated in our Global Fleet Policy and, in 2018, we decided to relaunch our fleet optimization initiative with a target to reduce by 2022 the intensity of our fleet's carbon footprint by 25% in relation to revenue. We broadened the focus to a life cycle perspective, including spare parts and material delivery, and to explore innovative mobility solutions for more sustainable modes of transport.

> **"Optimizing mobility of our service technicians in a way they spend less time driving a car in traffic and having more time for their customer is a win–win situation for our customers, the environment, and Schindler."**

Guillaume M. De Subercasaux
Global Mobility Manager

Today's world requires rethinking of fleet strategies

Local innovative solutions such as service by bicycle are under way

In 2019, we continued to work with our Group companies to support the implementation of their strategic fleet plans. These are tailored to meet local needs and regulatory developments while taking advantage of local alternative mobility solutions. We also increased the reporting frequency for fleet and fuel consumption data. In combination with the introduction of vehicle telematics by several branch offices, these new measures offer much more insights from which to derive actions.

In addition to replacing and right-sizing vehicles to benefit from efficiency gains in fuel consumption and emission reductions, our Group companies are implementing measures that aim to reduce the kilometers we need to travel and optimize the delivery time of material and tools, whilst exploring alternative and innovative mobility options.

In 2019, the carbon footprint of our global fleet remained stable despite revenue growth of 5.6% in local currencies. This resulted in an 8.8% reduction in the carbon intensity of our fleet compared to 2017. We expect the above-mentioned optimizations to gain traction in the coming years and to reduce further fossil fuel consumption to our target. In addition, we anticipate a positive cross-contribution to our fleet target from our connected elevators by enabling better remote monitoring and service.

[1] www.wri.org/blog/2020/02/greenhouse-gas-emissions-by-country-sector accessed April 28, 2020

Increase sustainability in the supply chain

Schindler relies on a global network of suppliers for production materials and services. Our commitment to improve their competitiveness, ethical behavior, and environmental management practices is embedded across our environment, quality, and vendor policies. We systematically evaluate our prospective suppliers and conduct frequent requalification of existing partners. Schindler values suppliers with certified safety, quality, and environmental management systems such as ISO 45001, ISO 9001, and ISO 14001.

We believe in embedding sustainability directly into our supply chain activities and processes. As a key milestone, we created a global supplier relationship management and information portal in 2019. This enables our suppliers to be directly involved in the sharing of information, target setting, and actions tracking according to improvement plans. Similarly, our purchasing staff has access to sustainability-related facts in the same way they can access spend or quality data of our suppliers. By fostering a culture of open communication and collaboration, we will be able to drive further sustainable business practice in our supply chain.

> **We believe in embedding sustainability directly into our supply chain activities and processes.**

In 2018, we decided to incorporate a broader range of sustainability criteria into our assessments and have therefore set ourselves the target of having independent sustainability evaluations for 75% of our manufacturing purchases. As a participant of EcoVadis ourselves, we have decided to use this third-party platform to support our supply chain partners' efforts to improve their performance. By the end of 2019, a selection of global suppliers, representing 33% of our manufacturing spend were already successfully assessed using EcoVadis.

Schindler relies on a global network of suppliers
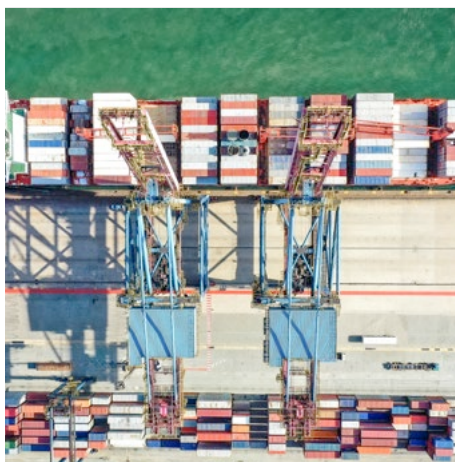
Working with suppliers

To build stronger partnerships with our suppliers, we are regularly organizing supplier days where we reflect on our recent and future challenges and acknowledge successes. In 2019, our subsidiary in Brazil held a 3-day supplier workshop. One of the highlights was to cooperatively analyze more than 150 types of Service Center materials for joint improvements and new innovative concepts.

> **"Integrating purchasing, quality, and sustainability data into one platform builds a more efficient and resilient supply chain."**
>
> **Jürgen Kästle**
> Head of Global Continuous Cost and Quality Leadership

Schindler joins Railsponsible

From 2020, Schindler will be a member of Railsponsible, a voluntary membership group of companies in the railway industry committed to drive sustainable procurement. Joining makes sense as we share common ambitions and challenges with the sector, e.g. high product responsibility, long product cycles, regular maintenance and modernization demand, as well as a highly regulated framework. With Railsponsible, Schindler will share and learn with others to address current and future challenges in global supply chain management.

Social topics

Schindler's greatest assets are our employees, with their dedication to quality, their expertise, and customer mindset. As of December 31, 2019, Schindler employed more than 66 000 people globally, corresponding to a growth of about 2 000 employees in one year.

Training, education, and development
At Schindler, we are committed to people development. We encourage every employee to take the lead in managing their career path, working in partnership with their managers. We support ambitions for growth through training, mentoring, job rotations, or on-the-job assignments.

The majority of employees have an annual performance review, including objective setting and achievement assessment. They are documented in our Performance Management Tool. In 2019, 73% of our employees received a performance review with their superior at least once; a two percent increase from 71% the year before. Separate from performance assessments, individual development planning with employees highlights actions which can lead to skills and behavior enhancement as well as career growth. Development needs and actions are tracked in an individual development plan that is maintained continuously.

To prepare the next generation of leaders, we recruit young professionals into the Schindler Career Development Program and embark them on an international and multidisciplinary journey that lasts up to six years, tailored to their career aspirations. The program is designed to develop a planning of future leaders and to prepare them to assume key management positions.

Schindler's technical training is coordinated in training centers around the world, under supervision of the Executive Committee member for Field Quality & Excellence. The centers use over 230 instructional elevator shafts and escalators and in combination with on-site courses provide both theory and hands-on training for our technicians.

Our technical trainers are not only acknowledged experts in their fields – we make sure they are also certified to teach in a classroom setting and deliver an engaging learning experience.

A Group-wide certification program ensures all our technicians receive regular training on the most up-to-date technical skills required to install and maintain our products safely and efficiently. Based on this global standard, we provide additional training on a targeted basis to meet the specific needs of individual regions or Group companies.

Average days of technical training

Days/employee	2019	2018	2017
EMEA	**6.5**	6.3	5.5
Americas	**8.4**	12.3	10.2
Asia-Pacific	**11.1**	11.1	7.9
Global average	**8.8**	9.8	7.8

Employee turnover rate

	2019	in %	2018	in %	2017	in %
Employee new hires						
Male	**10 340**	**81**	11 156	82	9 445	82
Female	**1 958**	**15**	1 962	14	1 721	15
Unspecified[1]	**521**	**4**	429	4	325	3
Total	**12 819**		13 547		11 491	
Employee turnover						
Male	**7 917**	**14**	7 973	14	7 331	14
Female	**1 594**	**20**	1 522	20	1 272	18
Unspecified[1]	**401**		345		271	
Total	**9 912**	**15**	9 840	15	8 874	15

[1] Nondisclosed as well as nonbinary

We continue to implement policies and initiatives to increase retention, especially for women, in order to reduce the gap in turnover. In parallel, we continue to attract and recruit a higher proportion of women compared to our current gender balance.

Product safety
We are responsible for the safety of every person we move. We therefore continually improve the safety of our products and services. We do that by following a rigorous safety and quality protocol that applies to the product's entire life cycle. It includes stringent requirements from development, design, and installation to maintenance and modernization. We ensure insights and expertise from our fitters and service technicians are shared globally and also fed back to product developers.

Our multibrand Competence Centers and an international network of experts make sure that all equipment benefits from the same professional Schindler service and is maintained against the same quality standards, no matter what the brand. A large part of our maintenance portfolio is non-Schindler equipment, and we ensure these units are held to the same safety standards as we have for Schindler equipment.

$\rightarrow$
Our product safety concept is published on our website.

Customers

As part of our drive to improve our customers' experience, we regularly assess their level of satisfaction to measure our performance. Over the last three years, we conducted more than 370 000 surveys to help us address critical customer expectations and inform where to deploy our actions. We track our Net Promoter Score (NPS) on a yearly basis to measure the willingness of customers to recommend Schindler to others. In 2019, our NPS score increased by 1%. A global CX Day (Customer Experience) across Schindler Group companies was held simultaneously in October.

Customer privacy and data

Schindler's Code of Conduct requires all employees to maintain the highest standards of professional and personal conduct, including in their relationships with customers. Regarding personal data, Schindler has a Global Privacy Policy that defines privacy standards applicable to all Schindler companies globally, including on breach reporting, and requires Schindler employees to treat personal information in accordance with applicable data protection laws.

The environment

Products and services

Energy efficiency is one of the most cost-effective ways to support the transition to a low carbon economy. About 80% of a building's total environmental impacts occur while in use. This is also the most energy-intensive phase in the life of an elevator or escalator, which can be up to 30 years, depending on maintenance and modernization.

Schindler is responding to the growing demand for green building standards (e.g. BREEAM and LEED) by complying with the requirements of these international codes and by assisting customers (architects, developers, owners) in obtaining these certifications. To help customers make informed purchasing choices, Schindler provides independently verified information on its products' materials, production, utilization, and disposal through Environmental Product Declarations (EPD) in accordance with the international standard ISO 14025. EPDs provide verified information on the environmental impact of a product and are based on a comprehensive Life Cycle Assessment (LCA). Environmental considerations are an integral part of product development and the ISO 14040 standard for LCAs is embedded in our Corporate Research and Development's certified ISO 14001 Environmental Management System.

Product energy classification

	ISO 25745[1]	VDI 4707[2]
Schindler 3300 EU	B	B
Schindler 5500	B	A
Schindler 1000	A	A
Schindler 3000	A	A
Schindler 5000	A	A
Schindler 7000 commercial	A	A
Schindler 7000 residential	A	A
Schindler 9300 escalator	A+++	n/a

[1] ISO 25745 is the latest international standard for the energy performance of elevators, escalators, and moving walks
[2] VDI 4707 guideline is published by the German Association of Engineers and classifies elevators based on their energy consumption

All our new generation of modular elevators (Schindler 1000, 3000, 5000) have the options available to reach the highest energy efficiency rating if selected by the customer. Energy consumption of individual installations is influenced by the configuration, frequency of use, travel speed, and height of the building, among other variables.

$\rightarrow$
Schindler EPDs are published on our website.

Schindler's modernization solutions for older elevators and escalators provide for energy-efficient improvement opportunities. They include the installation of new LED lighting systems, energy-recovery drives, intelligent power management systems, and energy-efficient dispatch systems optimizing traffic flow, as well as ways to increase the capacity and reduce resource usage.

Production sites

We measure the environmental footprint of our production sites to monitor and reduce energy consumption, waste, and emissions. In 2019, 85% of our production facilities were certified according to ISO 14001. In addition, 100% of our production sites are ISO 9001 certified.

Energy consumption and greenhouse gas (GHG) emissions

	GWh			t CO_2e		
	2019	2018	2017	**2019**	2018[2]	2017[2]
Direct energy (scope 1)						
Buildings & Processes						
Natural Gas	**63**	61	69	**12 800**	12 400	14 000
Fuel oil	**2**	5	5	**500**	1 300	1 300
Other fuels	**3**	2	2	**600**	500	500
Cooling agents				**4 000**	3 900	2 500
Subtotal	**68**	68	76	**17 900**	18 100	18 300
Vehicles[1]						
Diesel	**265**	258	258	**71 200**	69 200	69 300
Petrol/gasoline	**216**	224	216	**53 800**	56 100	54 300
Other fuels	**15**	15	15	**3 700**	3 600	3 700
Subtotal	**496**	497	489	**128 700**	128 900	127 300
Subtotal	**564**	565	565	**146 600**	147 000	145 600
Indirect energy (scope 2)						
Electricity	**117**	108[3]	112	**55 400**	44 800	50 300
District heating	**14**	15	16	**2 800**	3 000	3 300
Subtotal	**131**	123	128	**58 200**	47 800	53 600
Total energy consumption	**695**	688	693	**204 800**	194 800	199 200

[1] 2017 and 2018 fuel consumption figures restated
[2] 2017 and 2018 figures restated due to improved calculation methodology and vehicle fuel consumption restatements
[3] Restatement due to overreporting solar energy production and consumption at one site

Schindler's greenhouse gas emissions

t CO_2e
204 800

In %	2019
Buildings	**7**
Cooling agents	**2**
Vehicles	**63**
Electricity	**27**
District heating	**1**
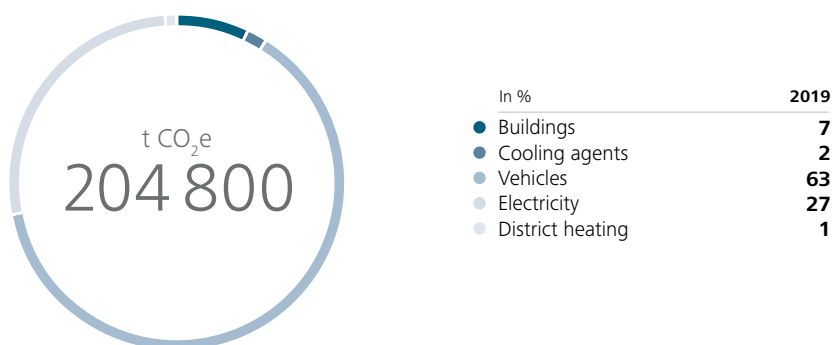
Energy consumption trends relative to revenue

MWh/CHF million
- 2017
- 2018
- 2019

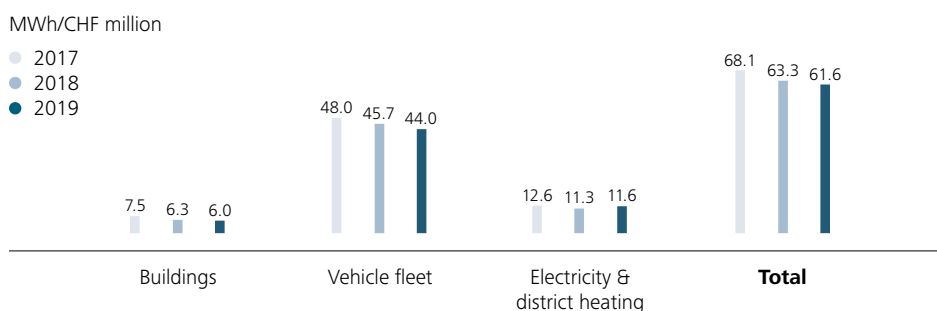|	Buildings	Vehicle fleet	Electricity & district heating	**Total**
2017	7.5	48.0	12.6	68.1
2018	6.3	45.7	11.3	63.3
2019	6.0	44.0	11.6	61.6

Greenhouse gas emissions trends relative to revenue

t CO_2e/CHF million
- 2017
- 2018
- 2019

	Buildings	Vehicle fleet	Electricity & district heating	**Total**
2017	1.8	12.5	5.3	19.6
2018	1.7	11.9	5.4	19.0
2019	1.6	11.4	5.2	18.2
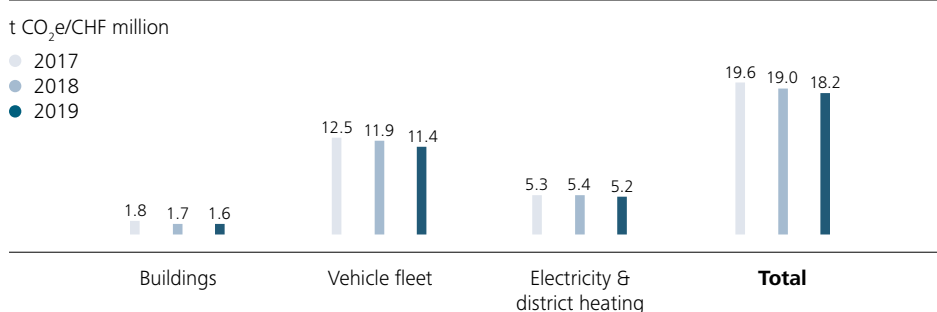
Scope 3 GHG emissions

In 2019, Schindler's scope 3 emissions according to the Greenhouse Gas Protocol were reassessed. Using purchasing data, the related emissions were modelled with a detailed multiregional Environmentally Extended Input Output database (estell 6 methodology developed by Systain). This assessment identified the orders of magnitude for each category. Results have remained relatively stable since our previous evaluation in 2016.

Carbon emissions from purchased goods and services account for almost 90% of total scope 3 emissions, followed by upstream transportation and distribution. Business travel and other categories are of lower relevance.

Scope 3 categories	kilotons CO_2e
Purchased goods and services	1 653
Capital goods	14
Fuel- and energy-related activities	25
Upstream transportation and distribution	181
Waste generated in operations	1
Business travel	20
Total	**1 894**

Other significant air emissions

Air emissions mainly result from the use of paint and solvents in our production and maintenance activities, and from refrigerant losses in our cooling systems.

Volatile organic compounds (VOC)

In tons	2019	2018	2017
Nonchlorinated	125	119	131
Chlorinated	0	0	0
Total VOC emissions	**125**	119	131

Cooling agents

	2019	2018	2017
Refrigerants loss refilled (t)	2.1	1.6	1.3
ODP[1] of emitted refrigerants (kg R-11 equivalents)	0.8	3.3	0.1
GHG emissions from refrigerants (kilotons CO_2e)	4.0	3.9	2.5

[1] Ozone Depleting Potential

Waste by type and disposal method

In 2019, around 86% of our total volume of waste was either recycled or incinerated for energy recovery. Hazardous waste represented around 7% of the total waste generated, of which 96% was either recycled or incinerated. The total amount of waste increased by more than 5% in absolute terms in 2019. The amount of used oil was higher in 2019 due to fluctuating replacement and maintenance of machinery in our factories and specific maintenance activities in the field.

In tons	2019	2018	2017
Hazardous waste			
Used oils/oil emulsions	1 889	748	1 063
% recycled	81	88	74
% incinerated	18	8	22
% landfill	1	4	4
Electrical and electronic waste	721	647	688
% recycled	98	96	96
% incinerated	0	2	2
% landfill	2	2	2
Other hazardous waste	387	384	294
% recycled	52	38	65
% incinerated	26	37	24
% landfill	23	25	11
Total hazardous waste	**2 997**	1 779	2 045

In tons	2019	2018	2017
Nonhazardous waste			
Scrap metal	**18 845**	18 953	18 178
% recycled	**100**	99	100
% incinerated	**0**	0	0
% landfill	**0**	1	0
Paper/cardboard	**3 518**	3 535	3 635
% recycled	**99**	94	94
% incinerated	**0**	5	5
% landfill	**1**	1	1
Municipal waste	**5 794**	5 367	5 277
% recycled	**37**	33	28
% incinerated	**29**	38	39
% landfill	**34**	29	33
Wood waste	**9 136**	8 941	4 063
% recycled	**88**	74	53
% incinerated	**10**	25	47
% landfill	**2**	1	0
Other nonhazardous waste	**3 110**	2 601	2 970
% recycled	**75**	72	62
% incinerated	**1**	23	29
% landfill	**24**	5	9
Total nonhazardous waste	**40 403**	39 397	34 123

In tons	2019	2018	2017
Total hazardous waste	**2 997**	1 779	2 045
Total nonhazardous waste	**40 403**	39 397	34 123
Total waste disposed	**43 400**	41 176	36 168
Intensity ratios			
tons per employee	**0.65**	0.64	0.59
tons per CHF million	**3.85**	3.8	3.6

Ethics and integrity

All Schindler employees commit themselves to observe the highest ethical standards of professional and personal conduct in their interactions with customers, colleagues, business partners, competitors, regulators, and the communities in which we operate.

$\rightarrow$
Standards and rules are defined in Schindler's Code of Conduct and its guidelines, which are available on our website.

Compliance program
The Supervisory and Strategy Committee supervises compliance activities with the support of the Audit Committee. Schindler´s compliance organization consists of a network composed of over 100 employees worldwide that is integrated into the business structure. It consists of corporate compliance, area compliance officers, and regional as well as local compliance officers. This network monitors compliance with the Code of Conduct by conducting regular audits. The Group Compliance Officer has a direct reporting line to the Group General Counsel and periodically reports to the Audit Committee, the Supervisory and Strategy Committee, and the Chairman.

The implementation of the Code of Conduct is based on three pillars: Educate, Examine, and Enforce. This means that we educate employees regularly about how to address compliance-relevant situations, examine cases systematically in order to discover possible deficiencies, and enforce compliance by taking appropriate corrective action if any breaches occur.

Schindler encourages good-faith reporting of potential violations and protects whistleblowers against discrimination, as specified in Schindler's Whistleblower Protection Policy. Issues and concerns can also be voiced through the Compliance Radar, to the Schindler Ombudsman, and via local whistle blower hotlines.

We run a comprehensive training program on anticorruption, including a dedicated eLearning module for all employees with a corporate e-mail account. In addition, this program includes classroom training for employees in market-focused functions, e.g. sales or procurement. Spot training for managers is based on real Schindler cases and includes topics that range from confidentiality on social media platforms and conflict of interest to competition, antibribery, and fraud cases. All Schindler entities reached the target for compliance training in 2019, meaning that every employee received at least one Code of Conduct training this year.

Our compliance program encompasses all our entities and all our employees. A core component of the program is the mandatory completion of an online questionnaire by all employees with a corporate e-mail account every six months. In addition, we perform regular corporate compliance audits. These audits include compliance briefings, reviews of accounts, mock dawn raids, spot checks on branch offices, and reviews to monitor the implementation of the compliance program at a local level. Our compliance team investigates any potential signs of corruption and is supported by external specialists in this area. In 2019, Schindler conducted 306 compliance investigations globally.

Tax approach

Schindler is a globally responsible citizen with operations in over 100 countries around the world, paying taxes in multiple jurisdictions. Our business in different countries is organized locally. Local subsidiaries are responsible that their business activities comply with all local tax laws, regulations, and disclosure requirements. They ensure that Schindler acts within the various national jurisdictions as a good corporate citizen as well as making full disclosure in tax returns, reports, and documents submitted. All tax positions and transactions are aligned with our real commercial and economic activity. We aim to identify and to minimize tax risks to safeguard Schindler's assets and reputation.

Schindler ensures cooperation with all tax authorities and other relevant bodies in a proactive, open, honest, and transparent way. We maintain and follow a strict transfer pricing policy, based on the OECD Transfer Pricing Guidelines and on the Base Erosion and Profit Shifting (BEPS) project deliverables. Furthermore, Schindler files a country-by-country report to the Swiss Tax Administration, which contains aggregated tax information per country relating to the global allocation of income, the taxes paid, and certain other indicators.

Globally, Schindler paid CHF 272 million in income taxes in the year 2019 (2018: CHF 244 million, including a one-time tax refund of CHF 60 million, thereof net interest income of CHF 27 million).

Statement of the external assurer

Assurance Statement: CO$_2$ Footprint
Schindler Management Ltd. 2019 (Summary)

SCOPE

Swiss Climate was commissioned by Schindler Management Ltd. to provide assurance on its 2019 carbon footprint data. Swiss Climate undertook the assurance in accordance with AA1000AS (2008) Type 2 moderate-level assurance. Swiss Climate has analyzed:

– Standards used for carbon footprint calculation;
– Activity data accuracy;
– Carbon footprint methodology, including operational and organizational boundaries, data quality, conversion factors and calculations used, with an emphasis on the plausibility of the information;
– Responsibilities, processes and systems used to gather and consolidate carbon footprint data.

CARBON FOOTPRINT

Swiss Climate has verified the following greenhouse gas emissions for the year 2019:

Emission source	t CO$_2$e
Scope 1	
– stationary energy consumption (natural gas, heating oil)	13'858
– mobile energy consumption (service fleet)	128'650
– cooling agents	3'966
Total	**146'474**
Scope 2 (location-based)	
– district heating	2'825
– electricity	55'445
Total	**58'271**
Scope 2 (market-based)	
– district heating	1'237
– electricity	65'751
Total	**66'989**
Total Scope 1 + Scope 2 (location-based)	**204'745**
Total Scope 1 + Scope 2 (market-based)	**213'463**
Scope 3	
– purchased goods and services	1'652'696
– capital goods	14'161
– fuel- and energy-related activities	25'128
– upstream transportation and distribution	180'942
– waste generated in operations	752
– business travel	19'852
Total Scope 3	**1'893'531**

OPINION

Swiss Climate did not find evidence to insinuate that the processes and systems in place to collect the data and to calculate the carbon footprint are such that the company's carbon management performance would be erroneously described, and that the carbon footprint would not follow the leading international standards such as ISO 14064-1 and the Greenhouse Gas Protocol, and therefore not fulfil the criteria of relevance, completeness, consistency, transparency and accuracy.

SIGNED FOR AND ON BEHALF OF SWISS CLIMATE

Leading Auditor: Internal Review:

Tobias Jung, Senior Consultant   Marie Hürlimann, Consultant
Bern, 18th May 2020

Bern – Geneva – Zurich – Hamburg   contact@swissclimate.ch   www.swissclimate.ch   +41 31 330 15 70

Assurance Statement: Sustainability KPIs Schindler Management Ltd. 2019 (Summary)

SCOPE

Swiss Climate was commissioned by Schindler Management Ltd. to provide assurance on its four main sustainability KPIs for 2019. Swiss Climate performed a moderate-level assurance. The verification comprised a combination of interviews with relevant employees, documentation and record reviews.
Swiss Climate has analyzed:

- Activity data accuracy;
- Methodology, data quality, calculations, assumptions, with an emphasis on the plausibility of the information;
- Responsibilities, processes and systems used to gather and consolidate data;
- Representativeness of data for the communication of the external message.

KPIs

Swiss Climate has verified the following KPIs for the year 2019:

1.	Enhance safety	In 2019, Schindler Management Ltd. achieved a **TCR (total case rate) of 3.8.** TCR is a comprehensive safety indicator that measures the number of lost work day cases due to injuries, as well as the restricted workday and the first-aid cases in relation to total working hours.
2.	Attract diverse talents	At the end of 2019, Schindler Management Ltd. had **20.5 % women in its leadership succession pipeline.**
3.	Pioneer smart urban mobility	In 2019, Schindler Management Ltd. has moved **154 million passengers each day** on connected units (digitally connected elevators and escalators) across the globe.
4.	Lower vehicle fleet emissions	In 2019, Schindler Management Ltd.'s fleet generated **11.41 t CO_2e per total revenue (in CHF million)**.
5.	Sustainable supply chain	In 2019, Schindler Management Ltd has access to 3rd party sustainability assessments of **33.2 %** of its component suppliers in relation to purchase volume (in CHF) of production material.

OPINION

Swiss Climate did not find evidence to insinuate that the processes and systems in place to collect the data and to calculate the KPIs are such that the company's sustainability performance specifically related to these five KPIs would be erroneously described. In general, the data was found to be reliable during audit process. Any identified errors or omissions were addressed and deficiencies corrected.

SIGNED FOR AND ON BEHALF OF SWISS CLIMATE

Leading Auditor:

Tobias Jung, Senior Consultant
Bern, 18th May 2020

Internal Review:

Marie Hürlimann, Consultant

Bern – Geneva – Zurich – Hamburg   contact@swissclimate.ch   www.swissclimate.ch   +41 31 330 15 70

GRI Content Index

Disclosure number	Disclosure title	Page number	URL / References / Direct answer
GRI 102: General disclosures			
Organizational profile			
102-1	Name of the organization	4–5	
102-2	Activities, brands, products, and services	4–5	www.schindler.com/com/internet/en/mobility-solutions.html
102-3	Location of headquarters	4–5	
102-4	Location of operations		Annual Report 2019 Financial Statements 2019, p. 60–61
102-5	Ownership and legal form		Annual Report 2019 Financial Statements, Corporate Governance, p. 100–104
102-6	Markets served	4–5	Annual Report 2019 Group Review, Markets, p. 60–69
102-7	Scale of the organization	4–5	Annual Report 2019 Group Review, Schindler in brief, p. 4 and 5
102-8	Information on employees and other workers	4–5, 14–15	Annual Report 2019 Group Review, Shareholder information, p. 82
102-9	Supply chain	13	
102-10	Significant changes to the organization and its supply chain		Annual Report 2019 Financial Statements, p. 56–57, 60–61
102-11	Precautionary principle or approach		Annual Report 2019 Financial Statements, p. 117
102-12	External initiatives		Disclosed across the Sustainability Report
102-13	Membership of associations		Disclosed across the Sustainability Report
Strategy			
102-14	Statement from senior decision-maker	2	Annual Report 2019 Group Review, Milestones, p. 2–3
102-15	Key impacts, risks, and opportunities	6–7	Annual Report 2019 Group Review, Statement of the Board of Directors, p. 6–9
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	22–23	About Schindler, Corporate Culture
102-17	Mechanisms for advice and concerns about ethics	22–23	Schindler Compliance Program
Governance			
102-18	Governance structure	6	Annual Report 2019 Financial Statements, Corporate Governance, p. 100–127
102-19	Delegating authority	6	Organizational Regulations
102-20	Executive-level responsibility for economic, environmental, and social topics	6	Each sustainability 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 Corporate Sustainability Office
102-22	Composition of the highest governance body and its committees		Annual Report 2019 Financial Statements, Corporate Governance, p. 106–117
102-23	Chair of the highest governance body		Annual Report 2019 Financial Statements, Corporate Governance, p. 106
102-24	Nominating and selecting the highest governance body		Annual Report 2019 Financial Statements, Corporate Governance, p. 112
102-25	Conflicts of interest		Annual Report 2019 Financial Statements, Corporate Governance, p. 107–112
102-26	Role of highest governance body in setting purpose, values, and strategy		Organizational Regulations Annual Report 2019 Financial Statements, Corporate Governance, p. 116–117
102-27	Collective knowledge of highest governance body	6	The Sustainability Governance Committee advises the Board of Directors on sustainability and highlights emerging developments
102-28	Evaluating the highest governance body's performance		Annual Report 2019 Financial Statements, Corporate Governance, p. 114
102-29	Identifying and managing economic, environmental, and social impacts	6	Organizational Regulations
102-30	Effectiveness of risk management processes		Annual Report 2019 Financial Statements, Corporate Governance, p. 117
102-31	Review of economic, environmental, and social topics	6	Quarterly meetings of the Supervisory and Strategy Committee
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 Committee
102-35	Remuneration policies		Annual Report 2019 Financial Statements, Compensation Report, p. 80–99
102-36	Process for determining remuneration		Annual Report 2019 Financial Statements, Compensation Report, p. 80–99
102-37	Stakeholders' involvement in remuneration		Annual Report 2019 Financial Statements, Compensation Report, p. 82–83

Disclosure number	Disclosure title	Page number	URL / References / Direct answer
Stakeholder engagement			
102-40	List of stakeholder groups	6, 13, 15–16, 23	Customers, employees, suppliers, investors, passengers, and public authorities are Schindler's key stakeholders
102-41	Collective bargaining agreements		70% of Schindler employees are covered by collective bargaining agreements. Since 2017, Schindler's European Works Council has provided a communication platform for employee representatives of 30 European countries with the main purpose of information and consultation on transnational European matters.
102-43	Approach to stakeholder engagement	16	An employee engagement survey is carried out every two years. We regularly assess customer satisfaction. Quarterly reviews, roadshows, and meetings are held to engage with our investors. The European Works Council meets regularly to discuss concerns of employees and their representatives.
102-44	Key topics and concerns raised		Investors' key topics are addressed in quarterly earnings calls. The results of Annual General Meeting votings are documented in the minutes.
Reporting practice			
102-45	Entities included in the consolidated financial statements		Annual Report 2019 Financial Statements, p. 60–61
102-46	Defining report content and topic boundaries	1	
102-47	List of material topics	7	
102-48	Restatements of information		Data restated is mentioned as such in the report
102-49	Changes in reporting		No significant changes
102-50	Reporting period	1	
102-51	Date of most recent report		June 29th, 2020
102-52	Reporting cycle	1	
102-53	Contact point for questions regarding the report	1	sustainability@schindler.com
102-54	Claims of reporting in accordance with the GRI Standards	1	
102-55	GRI context index	26–29	
102-56	External assurance	24–25	
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	6–13	
103-2	The management approach and its components	6–13	
103-3	Evaluation of the management approach	6–13	
GRI 200: Economic			
Economic performance			
201-1	Direct economic value generated and distributed	4–5	Annual Report 2019 Group Review, Markets, p. 82 Annual Report 2019 Financial Statements
201-2	Financial implications and other risks and opportunities due to climate change		Monetary value not reported for any types of risks and opportunities
201-3	Defined benefit plan obligations and other retirement plans		Annual Report 2019 Financial Statements, p. 18–25
Indirect economic impacts			
203-2	Significant indirect economic impacts	10, 11, 14	Our products are used in small and large infrastructure projects improving mobility of people (see also Schindler Annual Report 2019 Group Review, p. 10). Our vocational education programs help to develop skills and experience. Our digitalization is expected to make the elevator and escalator service business more efficient.
Anticorruption			
205-1	Operations assessed for risks related to corruption	22–23	
205-2	Communication and training about anti-corruption policies and procedures	22–23	
205-3	Confirmed incidents of corruption and actions taken	22–23	
Anticompetitive behavior			
206-1	Legal actions for anticompetitive behavior, antitrust, and monopoly practices		Annual Report 2019 Financial Statements, p. 50

Disclosure number	Disclosure title	Page number	URL / References / Direct answer
GRI 300: Environmental			
Materials			
301-1	Materials used by weight or volume	17	Environmental Product Declarations (EPD), available on our website
301-2	Recycled input materials used	17	Environmental Product Declarations (EPD), available on our website
301-3	Reclaimed products and their packaging materials	17	Environmental Product Declarations (EPD), available on our website
Energy			
302-1	Energy consumption within the organization	18	
302-2	Energy consumption outside of the organization	19	
302-3	Energy intensity	19	
302-4	Reduction of energy consumption	18–19	
302-5	Reductions in energy requirements of products and services	17	
Water and effluents			
303-1	Water withdrawal by source		In 2019, we used about 600 000 m³ of water – 99% of which was from municipal water sources
Emissions			
305-1	Direct (scope 1) GHG emissions	18	
305-2	Energy indirect (scope 2) GHG emissions	18	
305-3	Other indirect (scope 3) GHG emissions	19	
305-4	GHG emissions intensity	19	
305-5	Reduction of GHG emissions	18–20	
305-6	Emissions of ozone-depleting substances (ODS)	20	
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	20	
Effluents and waste			
306-2	Waste by type and disposal method	20–21	
Environmental compliance			
307-1	Noncompliance with environmental laws and regulations		No significant fines were paid in the reporting year 2019
Supplier environmental assessment			
308-1	New suppliers that were screened using environmental criteria	13	
GRI 400: Social			
Employment			
401-1	New employee hires and employee turnover	15	
401-3	Parental leave		Defined in country-specific Human Resources policies
Labor/management relations			
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. In certain markets, the minimum notice periods are specified in collective bargaining agreements, while in others, they are defined on a case-by-case basis. Notice periods range from no requirement to one year. Alternative arrangements may also be put in place. In such cases, the terms set out in these collective agreements exceed the minimum statutory requirements.
Occupational health and safety			
403-1	Workers representation in formal joint management-worker health and safety committees	8	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	
403-4	Health and safety topics covered in formal agreements with trade unions		The composition of the committees complies with the local legislation governing employee-management representation

Disclosure number	Disclosure title	Page number	URL / References / Direct answer
Training and education			
404-1	Average hours of training per year per employee	15	
404-2	Programs for upgrading employee skills and transition assistance programs	14	
404-3	Percentage of employees receiving regular performance and career development reviews	14	
Diversity and equal opportunity			
405-1	Diversity of governance bodies and employees	9	
Non-discrimination			
406-1	Incidents of discrimination and corrective actions taken		Our annual compliance assessment did not identify any significant incidents of noncompliance with our global policy on equal opportunities. We do not tolerate discrimination in any form.
Child labor			
408-1	Operations and suppliers at significant risk for incidents of child labor		Our rejection of the use of child labor is set out in Schindler's Code of Conduct and Schindler's Vendor Policy. It is also prescribed in country-specific labor laws. The annual compliance assessment did not identify any cases involving child labor risks.
Local communities			
413-1	Operations with local community engagement, impact assessments, and development programs	10	
Supplier social assessment			
414-1	New suppliers that were screened using social criteria	13	
Customer health and safety			
416-1	Assessment of the health and safety impacts of product and service categories	15	
Marketing and labelling			
417-1	Requirements for product and service information and labelling	17	
417-2	Incidents of noncompliance concerning product and service information and labelling		No incidents of noncompliance with regulations and/or voluntary codes concerning product and service information were reported in 2019
Customer privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	16	
Socioeconomic compliance			
419-1	Noncompliance with laws and regulations in the social and economic area		No significant fines for noncompliance with laws and regulations concerning the provision and use of products and services were paid in the reporting year 2019

Schindler Management Ltd.
Zugerstrasse 13
6030 Ebikon
Switzerland
Phone +41 41 445 32 32
sustainability@schindler.com