



## QSHE & Sustainability Targets 2017



### Quality, Safety & Health, Environment, Security, Supplier Management and Dangerous Goods

We deliver service excellence for our customers, risk managed logistics operation that cause **NO HARM** to people and the environment.

#### OVERALL QSHE TARGETS

- Group re-certification of ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007
- Publishing of first group sustainability report
- Further develop and implement the Kuehne + Nagel supply chain standards in pharmaceuticals, high value goods, food and perishables, oil and gas, aviation and automotive.

#### QUALITY

To deliver as promised, we will:

- Increase number of super-users in TIP, the global deviation management system
- Roll out the QSHE Management Information System in all regions to ensure standardized reporting
- Identify and promote opportunities for improvement through both internal and external audit programs
- Ensure evaluation and inclusion of approved suppliers in the supplier management tool.

#### SAFETY & HEALTH

To reach our goal of NO HARM, we will

- Strive for zero fatalities in our operations including third party workers at our locations
- Develop and launch NO HARM concept for office workers
- Continue the Stop Work Authority Program and increase number of reported near misses by 50%
- Decrease frequency of lost time incidents by 20% globally.

#### DANGEROUS GOODS

To minimize risk and ensure global compliance, we will

- Use local regulations and internal audits to further develop the Kuehne + Nagel Dangerous Goods Risk Matrix
- Increase number of locations with capabilities for high-consequence dangerous goods
- Develop requirements and standards for a secure battery solution.

#### ENVIRONMENT

To reduce the environmental impact, we will

- Strive towards annual reduction of CO<sub>2</sub> emissions by 2% per employee and per 100 m<sup>2</sup>
- Actively promote collaboration and workshops with agencies on global standards of measuring environmental supply chain impact
- Nominate and train environmental champions at more than 85% of our locations
- Increase global waste recycling ratio to 60%
- Launch environmental best practice platform with locally generated content.

#### SECURITY

To secure goods and minimize loss, we will

- Complete vetting of 20 strategic parking locations
- Ensure that all Kuehne + Nagel personnel are trained in security awareness
- Enhance supply chain risk assessments by launching a security incident reporting application.

These targets are communicated to the global Kuehne + Nagel community who all have a role in achieving them. Global responsibility for the QSHE program lies with Juerg Meier, Senior Vice President for QSHE.

Dr. Detlef Trefzger / CEO