

# HEALTH AND SAFETY

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## OCCUPATIONAL HEALTH AND SAFETY

# BUILDING A SAFER FUTURE

**At TK Elevator, safety is more than a priority – it’s a core value that defines how we operate. Our commitment is unwavering, and aims to ensure that every employee and subcontractor works in a supportive environment enabling them to return home safely each day. Our safety transformation program goes beyond traditional methods, fostering a mindset where safety remains at the forefront of daily operations.**

■ We are dedicated to building a culture of care and support, where employees and contractors feel valued and protected. This commitment is driven by strong leadership, robust governance and a continuous improvement approach. A key focus of our transformation program is preventing serious injuries and fatalities (SIF), reinforcing a company-wide culture of safety and accountability. ■

### Governance

■ TK Elevator’s Head of Occupational Safety & Health (OSH) leads our global occupational health and safety organization, and reports directly to the global CEO. He is supported by designated OSH leaders in each business unit, who together constitute the global OSH leadership team. Each business unit, legal entity, and branch also has its own dedicated OSH organization, which helps to ensure a safe working environment is provided for all our workers while complying with legal and organizational requirements. A central OSH team ensures that all business units are singularly focused on delivery of the functional strategy and execution plan. The OSH function meets regularly with employees and external bodies that represent subcontractors.

Our OSH organization strives to ensure that everyone who works for TK Elevator personally takes responsibility for their own safety. We believe that all accidents are preventable, and that safety is everyone’s responsibility. We aim to empower the first line of defense – supervisors – to ensure that risks are eliminated and rigorously managed. We also deliver safety courses and training worldwide to ensure that both TK Elevator employees and subcontractors have the skills and knowledge required to effectively identify and mitigate risks. ■

**GRI 403-3**

### Occupational safety and health management system

■ Our company-wide OSH management system is aligned with ISO 45001 and addresses all requirements for ensuring the safety of our employees and subcontractors. Beyond harmonizing our activities with ISO standards, we work towards external certification in select markets where these are widely recognized and utilized.

As of the end of 2023/24, sites representing nearly 66% (2022/23: nearly 60%) of our overall workforce had been certified as complying with ISO 45001 and/or OHSAS 18001. Our OSH management system requires local legal OSH requirements to be met. It addresses specific risks and corresponding actions that our employees and subcontractors must take to mitigate them. ■

### Policies and guidelines

■ Our Global OSH Policy outlines our commitment to health and safety and the guiding principles we follow. This policy was published during 2023/24 and considers the key elements of our safety transformation.

Also in the reporting year, TK Elevator updated its global Contractor and Subcontractor Management Group Regulation, introducing a risk-based approach to working with our complementary workforce, focusing on their exposure to serious injuries and fatalities.

All global policies are being integrated into the OSH management system, which is currently under review. It contains all relevant rules, regulations and guidelines and is available to all employees and subcontractors.

Key to our OSH approach are our Management Safety Routines (MSRs). These ensure that our leaders at all levels are supporting and guiding our teams in a synchronized and efficient manner. ■

**GRI 403-1 | GRI 403-8**

### Analyzing incidents

■ Our approach to safety is intrinsically linked to understanding and applying Human Performance principles, and our emphasis is on the most serious consequences for our workforce if something goes wrong. We consistently assess and review historical data to investigate the severity of risks and take proper actions.

We investigate and categorize all incidents. After taking measures to prevent them from recurring, we introduce a hierarchy of checks and controls. For serious incidents, we have developed and applied our internal SIF root cause methodology to identify and analyze organizational, task-related, and environmental factors, and any absent or ineffective safeguards and defenses. Learnings from investigations of potential serious cases and all accidents classified as serious injuries and fatalities is shared across the organization. The most serious incidents are reviewed at senior leadership team level. If any changes need to be made to the current operational processes and to the OSH management system, we implement them appropriately. Any corrective actions we identify are promptly implemented, and these are targeted towards addressing root causes and preventing similar incidents in the future. ■

**GRI 403-2**

## OCCUPATIONAL HEALTH AND SAFETY CONTINUED

### Empowering employees to stay safe

TK Elevator urges all employees and subcontractors to stop working immediately if they think what they are doing is unsafe. This is reinforced at the highest levels of the company by the CEO and business unit leadership. The expectation to stop unsafe work is encouraged in the training our teams receive and by a STOP card that empowers them if they feel that the work cannot be done safely. All employees have access to digital applications for reporting hazardous situations. Our SafeTKE app provides information about our safety measures, protocols, and procedures to help employees work safer. At the end of the reporting year, the Management Safety Routines (MSR) module of the SafeTKE app was available in 19 languages.

### Evolving our approach to improve safety

To further strengthen our safety approach, we are continuing our safety transformation program.

By focusing on harmonized safety management routines, subcontractor management, and design for safety, our safety transformation has now encompassed the entire organizational value chain. We are beginning to see encouraging progress – with the clear expectation that these efforts will continue to deliver lasting improvements.

The global roll-out of our safety transformation started in January 2024 and more than half of all locations were in progress by year-end 2023/24. We have made significant progress in harmonizing the way we manage and focus on controls for our most significant risks and we are starting to see the positive momentum from this effort.

As we finalize the roll-out of our safety transformation program in mid-2025, our revitalized global OSH management system will take the transformation into “business as usual” with clear and simple minimum expectations.

Moreover, TK Elevator has now completed the deployment of four global safety directives, which will also be incorporated into the new OSH management system. These foundational directives have already led to significant improvements in fall protection at new installation and modernization sites and serve as powerful preventive measures to avoid serious incidents.

Our updated global Contractor and Subcontractor Management Group Regulation introduced a risk-based approach to working with our complementary workforce, focusing on their exposure to serious injuries and fatalities. To support the roll-out, we implemented a comprehensive workshop and online training program for leaders, ensuring they understood how the new regulation would be governed and applied.

As part of our safety communication strategy workstream, we created a new safety approach called We Get Home to make safety personal for employees, contractors and subcontractors. Starting in 2023/24, we implemented an engagement plan to embed We Get Home across our business and integrate it into our safety culture.

### Participation and consultation

Our employees worldwide are organized in formal structures such as works councils or safety committees, which vary depending on the region or country. In North America, regular joint safety committee meetings at branch level review progress each month. The branch manager is ultimately responsible for the oversight and effectiveness of these efforts. The committee comprises representatives of management, field workers, and office workers. In Europe, OSH information is generally discussed and updated at meetings with the group works council and European Works Council (EWC) that are held frequently throughout the year. In addition, the group works council has created an expert OSH committee to coordinate the handling of specific OSH issues with the senior leadership team.

GRI 403-4

### Rules, audits, and training

We have consolidated the 10 Life-Saving Rules and 5 Behavioral Traps that are crucial for accident prevention. The 10 Life-Saving Rules serve as essential safety protocols, promoting a culture of safety awareness by addressing specific hazards and behaviors to minimize risks. The 5 Behavioral Traps identify common unsafe behaviors and environmental factors that can lead to accidents, emphasizing the psychological and social influences that may cause unsafe actions, even when employees know the correct procedures.

GRI 403-1 | GRI 403-8

### The five workstreams within our safety transformation are:

- 1 Reducing serious injuries and fatalities (SIFs). 100% of our SIFs are associated with four major risks which we are striving to eliminate throughout our value chain: falls from heights, electrocution, falling objects and crushing.
- 2 Improving management safety routines (MSRs). Establishing a new global framework of MSRs with a key emphasis on streamlining and standardizing processes across regions. We provide leaders with training and coaching aimed at enhancing their ability to anticipate risks and maximize their impact.
- 3 Streamlining our standards for subcontractor and subcontractor management and tailoring them to the specific risks to which they are exposed.
- 4 Developing safety-oriented products by integrating insights from incident investigations and proactively mitigating risks through engineering design. This approach ensures that past lessons are embedded into product development, enhancing both user safety and operational efficiency.
- 5 Introducing an affective safety communication strategy. When it comes to safety, we are striving to personalize our approach to help our teams prioritize their personal safety and ensure they get home safely.

## OCCUPATIONAL HEALTH AND SAFETY CONTINUED

Every service technician, mechanic, operator, and subcontractor involved in installing or servicing our products receives instruction on these rules, which are crucial for curbing major risks such as those associated with working at heights and on electrical installations. During job site visits and audits, we check compliance with the rules. If we identify a failure to observe them, we analyze the situation and take appropriate steps.

We have incorporated new training modules in conjunction with our safety transformation program. These additional modules are aligned with our focus on preventing serious injuries and fatalities and are applied to employees and subcontractors worldwide. Nine modules make up part of the safety transformation program curriculum and are available in 24 languages, these are:

- Introduction to Management Safety Routines (MSR)
- Job Risk Analysis and Last-Minute Risk Assessment
- Risk-Based Contractor and Subcontractor Management
- Serious Injury and Fatality Foundations
- Serious Injury and Fatality for Managers
- Serious Injury and Fatality Critical Controls
- Site Safety Visits
- Affective Communications
- Design for Safety

The 10 Life-Saving Rules are incorporated into our OSH training courses that vary in scope and content depending on the level of exposure to major risks, e.g. falls from height, electrocution, falling objects, or crushing. Where there is a high-risk present, more extensive and more frequent training courses and instructions may be required. Workers learn about risk perception and measures for either neutralizing or mitigating them and are also informed about recent accidents and relevant findings.

We have also defined and developed compulsory global OSH training for specific target groups including managers, supervisors, and technicians. It includes courses on our 10 Life-Saving Rules, behavior-based safety, risk management, and other relevant workplace-related topics. The content of each course is tailored to the specific target group and the safety and health risks that its members are typically exposed to.

We are currently reviewing our safety system audit (SSA) approach which is based on a 27-point checklist. The SSA aims to check the effectiveness of our management system, including the training approach and follow-up actions after incidents, as well as other measures for helping to reduce risks. The frequency of SSAs ranges from annually to every three years, depending on the outcome of the previous assessment.

**GRI 403-5**

For each job, we also perform a risk assessment (job hazard analysis) that must be completed before work can start. A new “Just and Fair Culture Framework Regulation” is currently in development which aims to describe how we can respond to each major incident transparently and fairly. Our employees and subcontractors are also encouraged to speak up and report unsafe conditions without fear of repercussions. Analytics are used to identify areas for improvement.

### Promoting a safe elevator industry

At TK Elevator, safety does not stop within our own group. Together with Schindler, Otis, Kone, and Hitachi, we founded and actively participate in the Global Elevator Industry Safety Forum (GESF), an industry-wide group that jointly pursues one goal: a safe industry without fatal accidents. The focus of the group is on sharing experiences and best practices to ensure improved safety in the elevator industry. The GESF is led on a rolling basis by OSH executives from participating companies.

In 2023/24, GESF members followed an agenda to share common practices to prevent serious injuries and fatalities in the elevator industry and focused on improving quarterly reports relating to fatal accidents. Aspects related to root causes were added to the report, including qualification, risks associated with serious injuries, the challenges related to subcontractor management, and effective measures against falls from heights. These remain the driving factors for the GESF agenda for the next year.

**GRI 403-7**

### TKE HEROES AWARDS

As we continue our journey toward building a safer organization, we want to recognize those who have made a lasting impact on our safety culture. In May 2024, we launched the first annual TKE Heroes Awards. This program honors individuals and teams across our global community who go above and beyond to create a safer and healthier work environment.

The awards feature six categories, celebrating outstanding achievements in safety practices, cultural transformation, innovation, safety leadership, and wellbeing initiatives. Open to all employees and subcontractors, the awards encourage recognition of colleagues who embody the spirit of heroism, drive meaningful change, and ensure that everyone gets home safely. The winners were honored at a global ceremony, shining a spotlight on those who are making TK Elevator a safer place for all.

**TKE HEROES  
AWARDS**

**TKE**



## OCCUPATIONAL HEALTH AND SAFETY CONTINUED

## Our performance

In 2023/24 we were saddened by the loss of three subcontractors and one TK Elevator employee. The gravity of each loss remains a source of considerable concern for our management teams and all of us at TK Elevator. However, it also underpins the importance and urgency of our safety transformation efforts. TK Elevator is resolute in eradicating work-related fatalities and has implemented significant efforts to reach this objective. Since 2022, the safety transformation program has been designed and deployed across all regions, providing the necessary elements for our frontline leaders to achieve our common vision. In addition, we will relaunch our occupational safety and health management system in the second half of 2025 to sustain the safety transformation pillars, including harmonized management safety routines, subcontractor management and design for safety.

TK Elevator reports the OSHA accident frequency rate standard, which considers all recordable cases and provides a complete perspective on our safety performance. As of September 30, 2024, we reported a Total Recordable Case (TRC) rate of 0.73 – at the same level as in the prior year. This level of performance does not align with the ambitious five-year target set in 2021/2022, when our reporting focused primarily on lost time incidents. The inclusion of data on other recordable incidents following the OSHA standard highlighted a need for improvement in data collection, which has been a key focus area over the last 12 months.

Whilst we aim to prevent all harm to people, we understand that lagging metrics might not fully represent the TKE safety transformation primary objective. Commencing from 2024/25, TKE has chosen to define year-on-year target regarding TRC, starting with the aim of 10% reduction for 2024/25 in relation to our baseline of 2023/24 (0.73).

While total recordable cases remain under close management focus for continuous reduction and improvement, our primary focus is on Serious Injury and Fatality prevention across the company. We have also introduced Leadership Engagement as a key component to sustain our safety transformation. This approach includes a targeted number of on-site visits conducted by senior leaders to reinforce our safety culture through visible and felt leadership, fostering an environment where every employee and subcontractor is supported in returning home safely each day. I

GRI 403-9 | GRI 403-10

## SAFETY OUTREACH AROUND THE WORLD

We promote safety with partnerships and outreach events worldwide. Examples in 2023/2024 included:



In the UAE, the Abu Dhabi Zayed International Airport team hosted a Safety Day, inviting all service providers to participate. We focused on head injury prevention to emphasize returning home safely, with demonstrations, lectures, Q&A sessions and giveaways.



In the UK, we partnered with Macmillan Cancer Support to host a coffee morning aimed at raising funds and supporting those battling cancer.



In the USA, we served at a Food Bank, packing over 1,000 lunches and distributing 200 pairs of shoes and clothing through the local American Society of Safety Professionals.



In Switzerland at the Rüga Fair, we engaged children with the Safety Wheel, an entertaining activity designed to explain basic safety rules for elevators and escalators in a fun way. Each child received a safety comic book and colorful TKE paintings.

## HEALTHCARE PROTECTION AND PROMOTION

# ELEVATING HEALTH AND WELLBEING

**We are committed to providing safe and healthy working conditions to prevent physical and psychological stress, accidents, and work-related illnesses. Our holistic approach supports the overall wellbeing of our employees, fostering a resilient, healthy, and productive workforce – a cornerstone of TK Elevator’s growth and success.**

We have employee assistance programs in place in most parts of the world. These help employees with health-related inquiries and when their circumstances could negatively impact their health or wellbeing. We are currently in the planning phase to implement a global employee assistance program.

TK Elevator also carries out voluntary health promotion programs, including vaccination campaigns for influenza and other infectious diseases, and dedicated campaigns to prevent suicides and combat cancer. Depending on regional agreements, TK Elevator’s healthcare plans can also include preventive examinations, medical checkups, and help with finding specialists. Supporting wellbeing, we run healthy lifestyle programs and encourage employees to participate in fitness and sports activities and attend courses to learn how to manage stress or quit smoking.

### Understanding work-related health issues

Our risk assessments have revealed that we are not affected by any widespread major hazards relating to work-related health problems. If the relevant risks increase in the future, we will revisit our approach. We continue to monitor work-related health issues and address them when necessary.

#### Our offering includes:

- 1 Employee surveys
- 2 Campaigns focused on mental health
- 3 Employee assistance programs

**GRI 403-4 | GRI 403-6 | GRI 403-7**

### Support for mental wellbeing

In recognition of World Health Day, we launched our first global wellbeing challenge. This two-week event encouraged employees to engage in fun activities aimed at improving their mental, emotional, and physical health. Activities ranged from taking a 30-minute walk outside to practicing a five-minute deep breathing exercise. We also created a dedicated channel for employees to share photos of themselves participating in these activities and talk about how they were improving their health. The challenges helped foster a sense of community and personal growth across the organization.

Building on this momentum, during Mental Health Awareness Month in May 2024, we initiated a global campaign to promote a more supportive and inclusive work environment. Our goal was to reduce the stigma surrounding mental health issues and encourage open, honest communication – supporting our aim to create a workplace where employees feel supported, understood, and empowered to prioritize their mental wellbeing.

Throughout the month, we shared a weekly email featuring a video on specific mental health topics, with senior leadership, including our CEO, contributing personal stories and emphasizing the importance of mental health. These emails also provided employees with access to tools, training, and resources to help manage anxiety, stress, and depression at work. Among the resources shared were:

- Mental health conversation cards
- “Are You OK?” posters
- Mental health bingo
- Toolbox Talks
- Webinars focused on improving mental wellness and normalizing mental health discussions within teams

On World Mental Health Day, October 10, 2024, we continued our efforts to support mental health, encouraging employees to improve their wellbeing both at work and at home. Through these initiatives, we’re fostering a culture that values mental wellbeing and empowers everyone to take care of themselves and one another.