

Sustainability at ThyssenKrupp Elevator



Unlimited Possibilities

2011–2012 SUSTAINABILITY REPORT

ThyssenKrupp Elevator Americas



ThyssenKrupp

Unlimited Possibilities. That’s the opportunity sustainability offers ThyssenKrupp Elevator. As is often said, “sustainability is a journey” — at ThyssenKrupp Elevator, our journey is headed in the right direction, “UP”. The more we accomplish, the more we see the unlimited possibilities for where we can go.

In this, our third sustainability report, which takes the form of an executive summary, we focus on the efforts of ThyssenKrupp Elevator, the Americas Business Unit of ThyssenKrupp Elevator AG. The Report highlights our recent accomplishments and underscores our commitment to engineer confidence into everything we do. Evidenced by the results we have seen in the past two years, sustainability is steadily rising to become part of our day-to-day thinking and activities.



⬆ A LETTER FROM THE CHIEF EXECUTIVE OFFICER

Dear Colleagues and Friends:

Unlimited Possibilities. The theme of our third annual sustainability report really struck a chord with me. Our commitment to sustainability isn’t a trend; rather, it’s the way we do business. But we also know we have just scratched the surface and there are innovations to discover and possibilities ahead. I see it in the attitude of our employees who demonstrate that commitment each day.

Unstoppable People. It’s our people that make possibilities a reality. We recognize that moving up in our sustainability efforts also means fully embracing diversity by hiring and retaining people from all walks of life. From making sure our employees return home safely every day to encouraging wellness, our people make health and safety their top priority. Further, they demonstrate our value of integrity by understanding that, at ThyssenKrupp, compliance is a foundation, not a goal. Beyond the walls of our operations, our people raise funds for charity and volunteer their time and talent to positively impact our local communities and charitable organizations. It’s our intention to take this community commitment to a new level by bringing a formal structure to these activities going forward.

Ultimate Planet. We continue to be committed to finding new products and solutions to reduce our environmental impact. Beyond our products and solutions, we look for ways to increase our own operational efficiency by challenging our people across the organization to find new, innovative ways to minimize our impacts.

Unique Products. Over the past two years, we have made advancements while looking through the lens of sustainability. One contributor to our progress is the structural changes we have made to allow for more creativity and innovation. We’re proud to share some of our results in the pages that follow. This is important because our customers are asking more and more about the impact of our products. We need to be on the forefront to educate and work with customers and partners to deliver sustainable solutions.

Unlimited Potential. We are confident that with a focus on Unlimited Possibilities we can all share in the success of our people, our planet, our products and, ultimately, our prosperity.

Sincerely,

Richard Hussey
President and CEO
ThyssenKrupp Elevator Americas

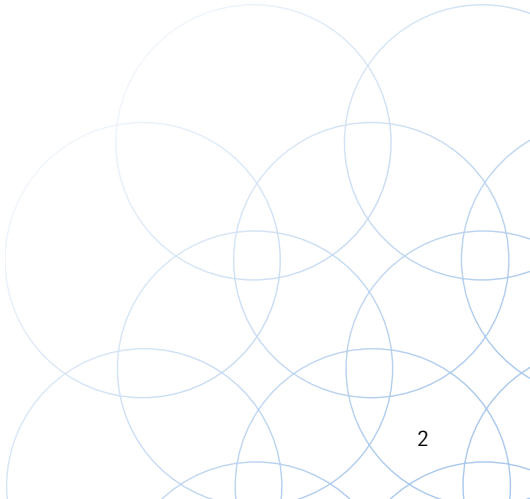
A MESSAGE FROM THE VICE PRESIDENT OF SUSTAINABILITY

If I think back to where our sustainability efforts were two years ago and look at us today, I can truly say we have moved UP in the world! Thanks to the tireless efforts of my fellow colleagues, we have successfully introduced new sustainable products and solutions over the last two years. We’ve also researched and documented chemicals of concern, embedded sustainability in product development, strengthened our position with the United States Green Building Council and their LEED® Building Rating System and have become an industry leader in conducting lifecycle assessments on our products. We have accomplished this because of our commitment to being an accurate, honest and trusted educational resource in sustainability for key stakeholders, customers and industry peers. This has taken the form of LEED training for our regional vice presidents and sales people and includes a series of educational events with our customers.

In addition, we’re heightening our focus on our own operations, conducting audits and following up with retrofits. These efforts result in ongoing savings and, proudly, recognition as a top 10 manufacturer in the State of Tennessee for our efforts to protect the environment. And, we’ve only just begun. Stay tuned—because we are climbing to new heights.

Thank you for your support,

Brad Nemeth
Vice President of Sustainability
ThyssenKrupp Elevator Americas





⬆ ABOUT THYSSENKRUPP ELEVATOR

The Elevator Technology business area of ThyssenKrupp AG brings together the Group’s global activities in passenger transportation systems. With sales of 5.7 billion euros in fiscal 2011/2012 and customers in 150 countries, ThyssenKrupp Elevator is one of the world’s leading elevator companies. With more than 47,000 skilled employees, the company offers innovative and energy-efficient products designed to meet customers’ individual requirements. The portfolio includes passenger and freight elevators, escalators and moving walks, airport passenger boarding bridges, stair and platform lifts as well as tailored service solutions for all products. Nine hundred locations around the world provide an extensive sales and service network to guarantee closeness to customers.

ThyssenKrupp Elevator Americas is the largest producer of elevators in the Americas—with more than 13,500 employees in over 200 branch and service locations. ThyssenKrupp Elevator Americas oversees all business for operations in the United States, Canada, Central and South America. It is a subsidiary of ThyssenKrupp Elevator AG.

LOCATIONS

NORTH AMERICA / CANADA



CENTRAL AMERICA / SOUTH AMERICA



⬆ OUR STAKEHOLDERS

Listening and responding to the ideas, needs and interests of our stakeholders is essential to our continued growth as a company. ThyssenKrupp Elevator has positioned itself as an accurate, honest and trusted educational resource in sustainability for key stakeholders, customers and industry peers. From our customers to our employees and society at large, we listen to our stakeholders and consider their needs when engineering our business strategy, key priorities and overall sustainability management.

PROGRESS

⬆ UPDATE ON PROGRESS








In our 2009-2010 Sustainability Report, we outlined goals in four categories: green customer solutions, energy efficiency, waste nothing and social responsibility. These objectives serve as our guide as we work to achieve our vision to grow while efficiently utilizing resources to their fullest potential while wasting nothing. We set U.S.-based sustainability goals for 2012 and 2015 in the areas of water, energy, transportation and waste. Our overall plan is to reduce our carbon footprint by 20% by the end of 2015.

	GOAL FOR 2012	GOAL FOR 2015
IMPROVEMENT IN FLEET FUEL EFFICIENCY	12%	20%
IMPROVED ENERGY, WASTE AND WATER EFFICIENCY IN MANUFACTURING	5%	20%
COMMITTED TO RESEARCH & DEVELOPMENT BUDGET FOR SUSTAINABLE SOLUTIONS	15%	30%

ThyssenKrupp Elevator was successful in surpassing all of our 2012 goals and remains on target to meet all 2015 goals.

The performance chart (on the next page) shows our goal progress as well as other key environmental impact measurements. Within our People, Planet, Products and Profit sections we highlight the specific efforts underway to meet and exceed our sustainability goals.

ENVIRONMENTAL PERFORMANCE CHART - SUMMARY

	2010	2011	2012	Total Reduction
ENERGY AND EMISSIONS				
 ELECTRICITY CONSUMPTION MWH ¹ (TOTAL)	40,946	37,614	37,985	7.2%
HEADQUARTERS	4,876	4,811	4,334	
FIELD	7,538	8,174	7,002	
FACTORY	28,532	24,629	24,599	
 GREENHOUSE GAS EMISSIONS MT CO2E ² (TOTAL)	77,247	68,930	67,480	12.6%
HEADQUARTERS	3,296	3,286	2,952	
FIELD	49,641	44,041	42,739	
FACTORY	24,304	21,603	21,788	
 VEHICLE FUEL CONSUMPTION GALLONS ³ (FIELD)	5,001,812	4,306,396	4,216,043	15.7%
 VOC EMISSIONS SHORT TONS (FACTORY)	70	22	38	
WATER, WASTE AND MATERIALS ⁴ (FACTORY)				
 WATER CONSUMPTION CUBIC METERS (m ³) ⁴	66,439	44,695	51,383	22.6%
 WASTE TO LANDFILL POUNDS ⁵	3,402,000	1,880,340	2,333,476	26.9%
 MATERIALS TO INCINERATION SHORT TONS ⁶	164	166	218	
 MATERIALS TO RECYCLING SHORT TONS ⁷	5,202	5,467	6,174	
ENVIRONMENTAL EXPENDITURES				
 ENVIRONMENTAL INITIATIVE INVESTMENTS	\$150,347	\$436,000	\$431,600	

¹ Electricity consumption increased in 2010 because of the completion of a major automation initiative at our Middleton, TN manufacturing facility—a 150,000 square foot expansion and the addition of a state-of-the-art sheet metal processing system.

² Scope 1 and 2 emissions are limited to the ThyssenKrupp Elevator’s corporate buildings, manufacturing facilities and branch offices within the United States, and does not include distribution centers which are not owned by ThyssenKrupp Elevator but contribute to our Scope 3 emissions.

³ Vehicle fuel consumption is for service vehicles only, and does not include any shipping to or from our factories. Calculations do not include distribution centers fuel.

⁴ Water consumption is from municipal water usage. The spike in FY2009 is due to a leak at our Middleton facility.

⁵ Waste includes garbage, cardboard and wood.

⁶ Materials include hydro oil, machine oil coolant and thinner.

⁷ Materials include metal, paper/cardboard, wood, batteries and spray cans.



UNSTOPPABLE PEOPLE

There is no doubt about it—for our employees, the sky is the limit. They are hungry to share valuable information with our clients, to discover, learn and implement improved processes, and to share their time and talent in the communities where we operate.

Over the past two years we have taken a stronger position in the United States Green Building Council’s Leadership in Energy and Environmental Design (LEED) Rating System, preparing many of our executives and sales team for the LEED Green Associates exam. In fact, we now have over 100 accredited LEED professionals on staff. We also conduct Six Sigma training for employees that includes problem-solving of quality control and improvement issues, and preparing them for the standardized tests. There are four levels or ‘belts’ in Six Sigma: Yellow Belt, Green Belt, Black Belt and Master Black Belt. Currently we have one Master Black Belt, 13 Black Belts and 37 Green Belts amongst our employees.

Leadership development programs, such as our SEED specialized education program have expanded to include training for all employees. Through our SEED Campus Americas, we are implementing a new learning management system and developing curricula for multiple career paths. We conducted 70 individual leadership audits resulting in unique development plans for senior managers and 200 individual leadership development plans to inform our ongoing succession planning activities.

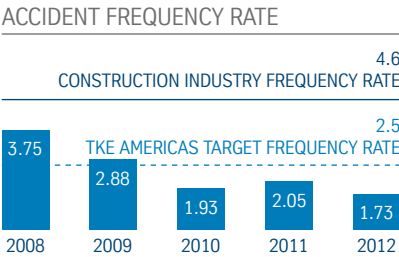
During this reporting period, nearly 62,455 training hours were completed across eight different programs in our TK Academy and local operating business unit programs. Many of these programs have an emphasis on the importance of diversity in the workforce and courses usually bring together employees from all areas of the globe. In the U.S., we’ve introduced a formal higher education recruitment program with an increased focus on historically black institutions and institutions that serve predominantly hispanic student populations. Employees from both management and non-management positions who are alumni of these institutions actively participate in this program. Every quarter, we attend career fairs that cater to local veteran’s, women’s and national diversity organizations.

Safety is our top priority at ThyssenKrupp Elevator. To that end, our Global Safety Team instituted more robust policies and programs to reinforce our safety culture. An example is the establishment of a global safety contest which engages employees through individually developed presentations highlighting how they’ve made their facilities safer. In addition, all of our field employees are required to have a weekly toolbox safety talk and four hours of safety training each quarter.

BY THE NUMBERS

	FY07-08	FY08-09	FY09-10	FY10-11	FY11-12
INCIDENT FREQUENCY RATE	3.75	2.88	1.93	2.05	1.73
LOST TIME RATE	1.69	1.29	1.06	1.24	1.02

THIS EQUATES TO MORE THAN 146,000 HOURS OF SAFETY TRAINING COMPLETED EACH YEAR. WE KNOW THAT EMPLOYEE ENGAGEMENT LEADS TO POSITIVE RESULTS.





PLANET

PRODUCTS

▲ ULTIMATE PLANET

We've taken our commitment to preserving and protecting our planet to the next level in a number of areas.

Our Customers and Suppliers

Like ThyssenKrupp Elevator, our customers are committed to sustainability. To that end, we have seen an increase in inquiries regarding our use of chemicals. So, we conducted an in-depth study on chemicals of concern. We have documented the chemicals we use in our own production processes to determine those we need to eliminate or replace. Further, we are assembling a supplier questionnaire to assess their overall sustainability initiatives, including a section on chemicals of concern. As the leading elevator company schooled in LEED, we are fully equipped to work with customers to assist them in completing and submitting applications for energy rebates, as well as navigating needed data for Living Building Challenge projects. Through "lunch and learn" sustainability and LEED presentations, we assist customers in achieving continuing education credits. Our Middleton, Tennessee facility houses a new Learning Center for customers and suppliers that demonstrates how our elevator products are sustainable, as well as efforts we've made in the manufacturing and shipping process to achieve our sustainability goals. Next on the horizon is a green cleaning program to meet the requirements of LEED-certified buildings. This includes the actual supplies used to clean the elevator machine rooms, part of our regularly scheduled elevator maintenance, and the use of low-VOC paint and other environmentally sound materials. We will hold all of our elevators to this standard, regardless if the building is LEED-certified.

Our Operations and Facilities

At ThyssenKrupp Elevator, it's critical that we walk the talk of sustainability. Based on the strides we have made over the past two years, we can confidently say we are rising to the occasion.

One of our most significant environmental impacts is through the fuel we use in our fleet. Through the five C's methodology: Clean, Conserve, Cost-effective, Common Sense, and Commit, we determined powering our fleet with propane fuel, right-sizing vehicles, and utilizing electric vehicles where possible met all of the criteria. To date, we have deployed the use of propane in Phoenix, Seattle, Los Angeles, Detroit and Houston. Unlike other companies, our fleet vehicles go home with our drivers at night, so we are partnering with a number of suppliers to ensure there is the infrastructure in place to accommodate them. By investing in right-sizing our fleet using Ford Transit Connect and alternative fuel vehicles, we have saved approximately 350,000 gallons of gas per year, totaling almost \$1.2 million in annual savings.

Making our facilities as sustainable as possible means increased energy efficiency and a safer work environment. At our Middleton, TN plant, a new energy management system automatically controls the heat and air conditioning in the facility to reduce costs and consumption. Motion sensors and energy efficient T5 fluorescent light bulbs along with a highly reflective ceiling also contribute to the facilities' increased efficiency. New automatic water line shut-off valves reduced our water consumption by 22.6% over two years. To strengthen our commitment, we enrolled in the Save Energy Now® LEADER Program offered by the Department of Energy, which provides free energy audits of our facility and gives us recommendations on how to improve our energy efficiency.

ADDITIONAL IMPROVEMENTS

- » Recycling cardboard, paper and wood from factory to reduce waste to landfill
- » Low-flow toilets to decrease water consumption
- » Replacing motors and dryers in our wash line to reduce energy

▲ UNIQUE PRODUCTS

Over the past two years we have increased our focus on sustainable products to provide our customers with the most efficient solutions possible.

We have added products to update outdated elevators, products to lower the impact of others, and made packaging improvements as well. Our hydraulic modernization solution, HYpower, allows building owners to invest in advanced vertical transportation technology that extends the life cycle of their elevator. HYpower also brings elevators into compliance with new codes and regulations, and offers a smoother ride in a more secure elevator. Also in our modernization product suite is our geared to gearless solution, which reduces power consumption by eliminating the use of a motor generator, lowers energy costs by up to 70% and captures and reuses energy through advanced regenerative drive technology. It also reduces floor-to-floor travel time and improves ride quality, while increasing the reliability and longevity of the elevator system.

Recently we launched **enviromax**™, a high-performing, low impact hydraulic fluid made from domestically produced canola seeds. **enviromax** is the industry's first vegetable-based product that is readily biodegradable with ultra-low toxicity and stable viscosity. It has been certified as a USDA Biopreferred Product® with 92% bio-based content. **enviromax** regenerates within 10 years or less and extends the life of an elevator. We partnered with BioBlend Corporation to co-develop **enviromax** to deliver multi-grade performance and energy savings in the use of hydraulic elevators.

We have released a more robust version of our energy calculator that allows customers to output a report of all elevator variables to better predict potential energy savings and the corresponding return on investment. This feature also helps customers decide which elevator is their best and most efficient option. We continue to update and improve this tool on a regular basis and train our sales force so they are fully equipped to offer customers data and solutions.

It's not enough to just have sustainable products; these products need proper labeling to inform customers and suppliers of their content. Because of this, we have developed a sustainability labeling-packaging system called Sustainable Efficiency. This corporate-wide program developed by our parent company, ThyssenKrupp Elevator AG, is being implemented throughout the world. The labeling guidelines will help our partners easily identify sustainable products without having to do extra research. This labeling system was a result of a product life cycle analysis conducted several years ago that identified packaging as a large waste stream to landfill. The instructions and information in the labeling guidebook were developed to improve our packaging solutions, which, in turn, supports our goal to continually reduce waste-to-landfill.

PROSPERITY

UNLIMITED POTENTIAL

The advances we’ve made over the last two years have set us apart from our industry peers in every category, from product development to training and education to our overall sustainability leadership. When we help customers save time and money, we increase their satisfaction and, in turn, the longevity and success of our company. Every business decision we make improves the profitability of our organization. We strive to achieve perfect balance of our 4 P’s: People, Planet, Products and Profit, and in doing so further evolve and grow our company. With an increased focus on innovation, we’re demonstrating our commitment to remain a sustainability leader in our industry and beyond.

For a full review of ThyssenKrupp Elevator’s economic impact, please refer to ThyssenKrupp AG’s Annual Report which can be downloaded at www.thyssenkrupp.com.

ABOUT THIS REPORT

This is our third sustainability report, which provides qualitative and quantitative data for fiscal years 2011 and 2012. The report boundary covers ThyssenKrupp Elevator Americas — United States operations, with supplemental information about our parent company ThyssenKrupp AG and other relevant business units. To obtain the necessary information and data used to produce this report, we interviewed key leaders and subject matter experts within the company.

For more information about this report and its contents, please contact ThyssenKrupp Elevator’s Vice President of Sustainability, Brad Nemeth, at brad.nemeth@thyssenkrupp.com.



ALIGNING WITH THE GLOBAL REPORTING INITIATIVE (GRI)

ThyssenKrupp Elevator recognizes the importance of external reporting standards in promoting transparent and comparable disclosures on company performance. Our past and present Corporate Sustainability Reports and all supporting communications take full account of, and align with, the formal guidelines of GRI—the world’s most widely used sustainability reporting framework.

GRI CONTENT INDEX

Fully Partially Not

STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES			
1. STRATEGY AND ANALYSIS			
PROFILE DISCLOSURE	DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
1.1	Statement from the most senior decision-maker of the organization.	Fully	A letter from the CEO
1.2	Description of key impacts, risks, and opportunities.	Fully	Environmental and Climate Management
2. ORGANIZATIONAL PROFILE			
2.1	Name of the organization.	Fully	ThyssenKrupp Elevator Americas (TKE)
2.2	Primary brands, products, and/or services.	Fully	About TKE
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	About TKE
2.4	Location of organization's headquarters.	Fully	Alpharetta, Georgia, U.S.A.
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	About TKE
2.6	Nature of ownership and legal form.	Fully	About TKE
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Partially	About TKE
2.8	Scale of the reporting organization.	Partially	About TKE
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	We do not have any significant changes to report.
2.10	Awards received in the reporting period.	Fully	Gearred to Gearless Modernization System received three awards: 2012 Money-Saving Product; 2012 Product Innovation Award; "Top Pick" Record Product in 2012.
3. REPORT PARAMETERS			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	About this Report
3.2	Date of most recent previous report (if any).	Fully	Our 2009/2010 Sustainability Report was published in August 2011.
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Biennial
3.4	Contact point for questions regarding the report or its contents.	Fully	About this Report
3.5	Process for defining report content.	Fully	About this Report; The topics deemed material by our internal and external stakeholders for this reporting period have not changed since our last reporting period. Our key internal and external stakeholders also have not changed since the last reporting period: employees, customers, suppliers, building owners/managers, engineers, local communities, developers, architects, contractors, property managers, regulators, NGOs, elevator consultants, buyers and the riding public. Material topics were prioritized based on stakeholder feedback.
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	About this Report
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	About this Report
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	We reported solely on operations within our control during the reporting period.
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Environmental Performance Chart
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/ acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	We do not have any re-statements of information provided in earlier reports.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	We do not have any significant changes to report.
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	GRI Content Index
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	We have reviewed our report internally and are not seeking external assurance at this time.
4. GOVERNANCE, COMMITMENTS, AND ENGAGEMENT			
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	About TKE
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Not	
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Not	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Not	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Not	

PROFILE DISCLOSURE	DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	○	
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	○	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	●	Unlimited Possibilities; Update on Progress
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	○	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	○	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	●	We describe our processes for managing our sustainability impacts throughout our report.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	●	We do not formally subscribe to/endorse any charters, principles or other initiatives beyond the Global Reporting Initiative.
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	●	TKE is a member of: BOMA, AIA, CSI, EESF, NEII, NAEAC, USGBC
4.14	List of stakeholder groups engaged by the organization.	●	Our Stakeholders
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	Our Stakeholders
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	●	We engage with our stakeholders in a variety of formats on an ongoing basis and as needed.
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	●	Key topics and concerns and our response to them are addressed throughout the report. Specifically, chemicals of concern is an issue that has been raised by our stakeholders and our response to this issue is addressed in the Ultimate Planet section of the report.

STANDARD DISCLOSURES PART II: DISCLOSURES ON MANAGEMENT APPROACH (DMAS)

G3 DMA	DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
DMA EC	DISCLOSURE ON MANAGEMENT APPROACH EC		
	Economic performance	●	Unsurpassed Prosperity
Aspects	Market presence	●	Unsurpassed Prosperity
	Indirect economic impacts	●	Unsurpassed Prosperity
DMA EN	DISCLOSURE ON MANAGEMENT APPROACH EN		
	Materials	●	Environmental Performance Chart; Ultimate Planet
	Energy	●	Environmental Performance Chart; Ultimate Planet
	Water	●	Environmental Performance Chart; Ultimate Planet
	Biodiversity	○	
Aspects	Emissions, effluents and waste	●	Environmental Performance Chart; Ultimate Planet
	Products and services	●	Environmental Performance Chart; Unique Products
	Compliance	●	Compliance
	Transport	●	Environmental Performance Chart; Ultimate Planet
	Overall	●	Throughout our report
DMA LA	DISCLOSURE ON MANAGEMENT APPROACH LA		
	Employment	●	Unstoppable People
	Labor/management relations	●	Unstoppable People
Aspects	Occupational health and safety	●	Unstoppable People
	Training and education	●	Unstoppable People
	Diversity and equal opportunity	●	Unstoppable People
DMA HR	DISCLOSURE ON MANAGEMENT APPROACH HR		
	Investment and procurement practices	○	
	Non-discrimination	●	We do not discriminate based on race, gender, age, religion, or any other social, economic or demographic attributes protected by law.
Aspects	Freedom of association and collective bargaining	●	Responsibility in Labor Relations
	Child labor	○	
	Forced and compulsory labor	○	
	Security practices	○	
	Indigenous rights	○	
DMA SO	DISCLOSURE ON MANAGEMENT APPROACH SO		
	Community	●	A letter from the CEO
	Corruption	●	We promote and protect our employees, supplier, customers and the communities in which we operate. We foster a safe, ethical, fair and respectful workplace and provide equal opportunity to employees.
Aspects	Public policy	○	
	Anti-competitive behavior	●	Governance
	Compliance	●	We are committed to working with integrity throughout all phases of our operational processes, marketing, and customer relations. Beyond our insistence on complete compliance with all relevant statutes, we expect our management team to instill a spirit of justice throughout our operations.

G3 DMA	DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
DMA PR	DISCLOSURE ON MANAGEMENT APPROACH PR		
Aspects	Customer health and safety	●	Quality, safety, environmental responsibility and responsible marketing are core components of our product development and sales efforts.
			Our products are designed, built, and tested to codes and laws set forth by the American Society of Mechanical Engineers (ASME), the Americans with Disabilities Act (ADA), and national electrical codes. Electronic products are also certified for emissions and immunity as required by ASME and local standards. Furthermore, ThyssenKrupp Elevator employees actively serve on many of these product safety and code writing committees. Our product service information and labeling is included on cabs, electronics, doors, interlocks, buffers, and other product components. Label certification is monitored by ETL Laboratories, where testing is conducted to ensure that products meet requirements. If a product passes, ETL gives ThyssenKrupp Elevator the right to certify labels for the product's design and process. Since our last report we have also launched our Sustainable Efficiency labeling system that informs customers of sustainable product components.
Aspects	Product and service labelling	●	We have no known incidents of violations with our marketing communications materials or practices, and our marketing department follows the corporate guidelines for publicly held organizations. We are audited on a quarterly basis, and we adhere to strict Elevator Code requirements. All products and product marketing collateral are reviewed in accordance with this Code.
	Marketing communications	●	Terms and Conditions
	Customer privacy		
	Compliance	●	We are committed to working with integrity throughout all phases of our operational processes, marketing, and customer relations. Beyond our insistence on complete compliance with all relevant statutes, we expect our management team to instill a spirit of justice throughout our operations.

STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

INDICATOR	DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
ECONOMIC PERFORMANCE			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●	Unsurpassed Prosperity
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	●	Ultimate Planet
EC3	Coverage of the organization's defined benefit plan obligations.	●	Benefits
EC4	Significant financial assistance received from government.	●	We did not receive any significant financial assistance from the government during the reporting period.
MARKET PRESENCE			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	●	Our entry level wage of \$14.89 is 205% greater than the federal minimum wage in the United States.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	●	We support locally-based suppliers where feasible.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	●	We do not currently have a centralized policy for local hiring and promotion of senior management; however, our culture is one that encourages promoting from within.
INDIRECT ECONOMIC IMPACTS			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	●	TKE supports initiatives that benefit the communities in which we operate. Our branch offices have been long-standing supporters of volunteerism and charitable causes, including scholarship programs, fundraising events, and sponsorship.
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	●	Our analysis of indirect economic impacts of our products and operations are discussed throughout the report, particularly in our Products and Profit sections.

ENVIRONMENTAL

MATERIALS			
EN1	Materials used by weight or volume.	●	Environmental Performance Chart
EN2	Percentage of materials used that are recycled input materials.	●	Environmental Performance Chart; Our elevators are made from approximately 95% steel, 75% of which is from recycled content.
ENERGY			
EN3	Direct energy consumption by primary energy source.	●	FY12 Natural Gas:108,555.73 gigajoules; Propane: 8,470 gigajoules
EN4	Indirect energy consumption by primary source.	●	FY12 electricity: 136,746 gigajoules
EN5	Energy saved due to conservation and efficiency improvements.	●	None
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	●	Ultimate Planet
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.		"1) Lighting Retrofit for Entire Plant 2) Hi-Speed Exterior Doors Installed 3) LED lighting added in parts of the plant 4) Low Flow Toilets added in older part of plant 5) Reduced Hours on Powder Coat Paint Line Ovens 6) Air System Improvements to Reduce Air Compressor Run Time Electricity savings FY10 to FY12 3843.71MWh"

WATER			
EN8	Total water withdrawal by source.	●	Environmental Performance Chart
EN9	Water sources significantly affected by withdrawal of water.	○	
EN10	Percentage and total volume of water recycled and reused.	●	The water usage of our two manufacturing facilities is 100% recycled and reused.
BIODIVERSITY			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	○	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	○	
EN13	Habitats protected or restored.	○	

INDICATOR	DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	○	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	○	
EMISSIONS, EFFLUENTS AND WASTE			
EN16	Total direct and indirect greenhouse gas emissions by weight.	●	Environmental Performance Chart
EN17	Other relevant indirect greenhouse gas emissions by weight.	●	None
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	●	Update on Progress; Ultimate Planet
EN19	Emissions of ozone-depleting substances by weight.	●	142.4 pounds Freon
EN20	NOx, SOx, and other significant air emissions by type and weight.	○	
EN21	Total water discharge by quality and destination.	●	Environmental Performance Chart
EN22	Total weight of waste by type and disposal method.	●	Environmental Performance Chart
EN23	Total number and volume of significant spills.	●	There were no significant spills during this reporting period.
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	○	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	○	
PRODUCTS AND SERVICES			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	Unique Products
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	○	
COMPLIANCE			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	●	There were no significant fines or sanctions for non-compliance with environmental laws and regulations during the reporting period.
TRANSPORT			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	●	Update on Progress; Ultimate Planet
OVERALL			
EN30	Total environmental protection expenditures and investments by type.	●	Environmental Performance Chart
SOCIAL: LABOR PRACTICES AND DECENT WORK			
EMPLOYMENT			
LA1	Total workforce by employment type, employment contract, and region.	●	About TKE
LA2	Total number and rate of employee turnover by age group, gender, and region.	○	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	Full time employees are eligible for all benefits described in the report. Part time employees are eligible only for vacation and 401-K participation.
LABOR/MANAGEMENT RELATIONS			
LA4	Percentage of employees covered by collective bargaining agreements.	○	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	●	There is a minimum notice period of 60 days, which is covered in three of our four labor agreements.
OCCUPATIONAL HEALTH AND SAFETY			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	●	All ThyssenKrupp Elevator employees are represented in formal joint management-worker health and safety committees.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	●	Unstoppable People
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	●	We have an employee wellness program called Elevate Your Health that assists employees in their journey toward holistic wellness by promoting regular doctor visits to detect potential health concerns or diseases and focusing on health aspects that are especially beneficial for physical laborers.
LA9	Health and safety topics covered in formal agreements with trade unions.	●	
TRAINING AND EDUCATION			
LA10	Average hours of training per year per employee by employee category.	●	Field Hourly – 35 hrs; Field Salary – 10 hrs; Factory Hourly – 12 hrs; Factory Salary – 10 hrs
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	Unstoppable People
LA12	Percentage of employees receiving regular performance and career development reviews.	●	100%
DIVERSITY AND EQUAL OPPORTUNITY			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	○	
LA14	Ratio of basic salary of men to women by employee category.	○	
SOCIAL: HUMAN RIGHTS			
INVESTMENT AND PROCUREMENT PRACTICES			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	○	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	●	Social responsibility is part of our vendor selection process, but none of our significant suppliers and contractors have undergone screening on human rights during the reporting year. An updated supplier manual is currently in development, and we are re-assessing our criteria and process for selection regarding human rights.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	○	

INDICATOR	DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
NON-DISCRIMINATION			
HR4	Total number of incidents of discrimination and actions taken.	●	
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	●	We have not identified any operations in which we believe that right to exercise freedom of association and collective bargaining to be at significant risk.
CHILD LABOR			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	●	We have not identified any operations in which we believe that there is significant risk of child labor incidents.
FORCED AND COMPULSORY LABOR			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	●	We have not identified any operations in which we believe that there is significant risk of force or compulsory labor incidents.
SECURITY PRACTICES			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	○	
INDIGENOUS RIGHTS			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	●	We had no incidents of violations involving rights of indigenous people to our knowledge during the reporting period.
SOCIAL: SOCIETY			
COMMUNITY			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	○	
CORRUPTION			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	○	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	●	100% of employees completed training.
SO4	Actions taken in response to incidents of corruption.	●	No actions were required in response to incidents of corruption during the reporting year. Our policy on corruption is contained within our Code of Business Conduct.
PUBLIC POLICY			
SO5	Public policy positions and participation in public policy development and lobbying.	○	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	○	
ANTI-COMPETITIVE BEHAVIOR			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	●	There were no legal actions for anti-competitive behavior, anti-trust, and monopoly practices during the reporting period.
COMPLIANCE			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	●	We had no significant fines and sanctions for non-compliance with laws and regulations during the reporting period.
SOCIAL: PRODUCT RESPONSIBILITY			
CUSTOMER HEALTH AND SAFETY			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	●	ThyssenKrupp Elevator ensures continuous improvements at each phase of product development. We regularly review product design releases for manufacturability and safety impact. Moreover, our service branches survey and report customer satisfaction in order to quickly identify and correct potential quality issues in an effort to reduce warranty claims. ThyssenKrupp Elevator also regularly reviews warranty data and modifies production and design procedures accordingly.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	●	We had zero instances of non-compliance with such regulations and voluntary codes. Once an elevator is installed, compliance among customers during the use phase is outside of our control.
PRODUCT AND SERVICE LABELLING			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	○	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	●	We had no instances of non-compliance to our knowledge during the reporting year.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	○	
MARKETING COMMUNICATIONS			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	●	Unique Products
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	●	We did not have any incidents of non-compliance with regulations and voluntary codes concerning marketing communications.
CUSTOMER PRIVACY			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	●	We had zero complaints related to customer privacy and data to our knowledge during the reporting period.
COMPLIANCE			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	●	We were not subject to any related fines for non-compliance to our knowledge during the reporting period.

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