

# Sustainability



By taking into account the entire life cycle of a property or an industrial facility, we contribute to sustainable development. Caverion creates user-friendly, safe and energy-efficient built environments. Energy efficiency is embedded in all of our services and solutions. In addition, we strive to keep the negative environmental impacts of our own operations as minor as possible.

Ensuring the safety of our employees, partners and customers is an inherent and necessary part of everyday business and management across our group. Our goal is to become an accident-free workplace. We focus on preventive safety work,

including anticipation of risks and the active reporting of safety observations.

In accordance with our Code of Conduct, we do not allow discrimination of any kind, such as related to age, gender, nationality, social status, religion, physical or mental disability, political or other opinions or sexual orientation.

Caverion's goal is to secure the talent availability, employee engagement and motivation as well as the professional growth and learning of our personnel.

## Key figures in 2017

	2017	2016	2015
Personnel at year-end	16,216	16,913	17,399
Personnel on average	16,607	17,381	17,324
Nationalities	47	50	50
Fixed-term employees, %	11	12	9
Accident frequency rate <sup>1</sup>	5.7	6.3	8.2
Sick leave rate, % <sup>2</sup>	4.1	4.1	4.1
CO <sub>2</sub> emissions (tonnes) / revenue <sup>3, 4</sup>	17	17.5	20.1
CO <sub>2</sub> emissions, tonnes <sup>3</sup>	38,689.6	41,431.9	49,020.0
ISO 14001 certified operations, % <sup>4</sup>	92	93	93
OHSAS 18001 certified operations, % <sup>4</sup>	91	92	71
ISO 9001 certified operations, % <sup>4</sup>	99	100	100

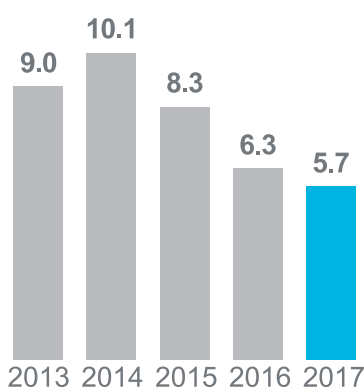
1) LTIFR: The number of lost time injuries occurring in a workplace per one million man-hours worked.

2) Hours of absence/total available hours, %

3) Geothermal emission factors are restated and therefore 2016 and 2015 differ from earlier published figures

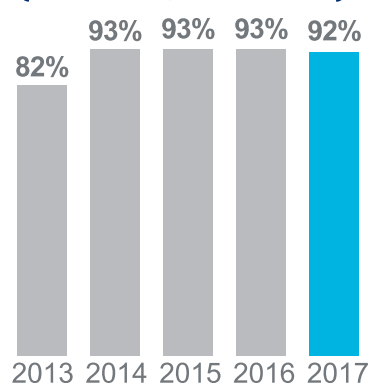
4) Share of total revenue (EUR million)

Accident frequency rate (LTIFR\*)

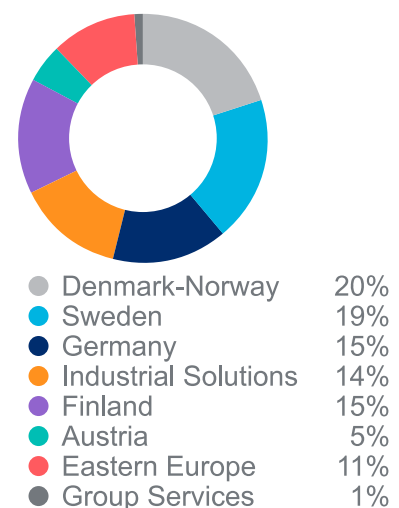


\*LTIFR: Lost Time Injury Frequency Rate, the number of lost time injuries occurring in a workplace per 1 million man-hours worked

ISO 14001 certified operations (share of total revenue)



Personnel by division at the end of 2017



## Sustainability highlights 2017



**Caverion Code of Conduct**  
**Revised Code of Conduct guideline**

Caverion Code of Conduct was revised in September 2017. Code of Conduct is our foundation – it set's Caverion's standard of ethical and sustainable business conduct. It guides our everyday work in every operating country.

The Code of Conduct e-learning was launched in November. By the end of year, 93% of us completed the Code of Conduct e-learning.



**Energy efficiency projects ESCO**

Photo: @ City of Vantaa

The City of Vantaa selected Caverion as its partner in cooperation for developing the energy efficiency of properties. The technical building systems are being modernised as part of the ESCO project. The measures are being financed through the savings gained from the modernization.


Caverion has implemented ESCO projects for Finnish municipalities in Jyväskylä, Kuopio and Turku, among others.



**Billa Energy Efficiency Award 2017**

The Competence Center Cooling Caverion Austria won the first prize in the Billa (part of REWE Group) Energy Efficiency Awards 2017.

The energy efficiency award, initiated by the retailing company Billa, reflects the quality of their work. Decisive for the prize are the reliability of the sites, the energy consumption, a low leakage rate and the susceptibility of the cooling systems to failure.



**„Safety at work“**  
www.dekra-award.de

**“Work Safety Champion” in Germany**

Caverion Germany is this year's winner of the DEKRA Award, a major work safety award of Germany's biggest expert organization in the certification industry. An expert jury honored Caverion's effort to reduce ladder accidents. In the past, several of the company's technicians were badly injured after haven fallen from ladders.

The outcome was extremely positive: not one single ladder accident occurred in the succeeding year.

Read more about our sustainability at [www.caverion.com/sustainability](http://www.caverion.com/sustainability)