

Corporate social responsibility, quality, environmental, energy, health and safety policies

Corporate social responsibility at Jungheinrich

As a globally leading company in intralogistics, we take our corporate responsibility seriously – in Germany, in Europe and in the rest of the world.

Our approach to corporate responsibility results in the successful interaction between social and ecological responsibility as well as profitable growth. Therefore, responsible business practices are an essential part of our economic identity. Ecological and social principles are embedded in our corporate identity. This allows us to create lasting value and meet the expectations of our stakeholders. We rely on our staff to conduct themselves in line with the values of Jungheinrich.

A continuous dialogue with stakeholders, in-depth analysis and reflection on our business practices, along with the constant evaluation of our sustainability performance lead to step-by-step progression of the company.

Corporate responsibility at Jungheinrich

- is based on long-term cooperation with our partners in the value chain
- is based on our integrity and business ethics as a family-run business
- means showing responsibility towards our employees through mutual respect and team spirit
- is evident through the creation of stable and valuable jobs in order to make a positive contribution to society
- requires constant evaluation of our sustainability performance

Quality, environmental, energy, health and safety policies

In applying certified management systems, we do not merely comply with legal requirements; we also take into consideration topics relevant to both internal and external stakeholders. Assessing risks and opportunities, the effectiveness of processes (purchasing, development, productions, sales, personnel, etc.), making necessary resources available and constant improvement all form an essential part of our approach.

Our employees are kept fully informed and are involved at every stage, because we rely on their cooperation to implement our quality, environmental, energy, and health and safety policies. This applies equally to all divisions, activities and processes in the company.

Group-wide targets are derived from these policies. Processes are determined and checked for effectiveness in achieving site or division-specific targets

We encourage open communication and cooperation between internal and external customers, suppliers and partners in order to boost stakeholder satisfaction and to build long-term relationships.

Quality

At Jungheinrich we focus on the development, production, sale and servicing of efficient, safe and economic products and solutions. Our employees make an active contribution to quality standards by way of the “0-mistakes” principle. Setting and regularly amending targets, as well as ascertaining performance indicators, allows us to continually develop our processes in order to boost customer satisfaction.

Essential elements and principles:

- Technically superior and competitively priced products and solutions
- Fault-free, safe, efficient and reliable processes, products and solutions over their entire life cycle
- High levels of flexibility in the face of challenges due to market volatility

Environment and energy

Jungheinrich is committed to keeping its environmental impact, energy consumption and the associated CO₂ emissions as low as possible, and to reducing this impact continually based on set figures. We carry out our environmental and energy plans based on internal guidelines and processes, by implementing documented environmental and energy management systems and through regular environmental and energy audits in compliance with legal requirements.

Essential elements and principles:

- Recording, evaluating and updating information on important issues concerning the environment and energy consumption
- Monitoring and evaluating processes and activities in terms of environmental impact and energy performance
- Planning, recording, analysing, implementing and evaluating the results of measures to reduce environmental impact and to save energy
- Providing information on the extent to which we have reached our environmental and energy target
- Procurement, use, development and sale of energy-efficient, environmentally-friendly and state-of-the-art products and services

Health and safety

Health and safety are particularly important at Jungheinrich. Recognising and preventing possible risks, as well as hazard prevention, plant safety, health and safety protection, are all under constant improvement as part of our internal guidelines and procedures for health and safety management.

Essential elements and principles:

- Managers take their responsibilities seriously and act in an exemplary manner when it comes to implementing health and safety protection rules.
- Our employees comply with safety regulations and actively contribute to the improvement of health and safety.
- We help our employees to successfully implement our principles through education and training. Our employees are obliged to report hazards or potential hazards to their supervisor, a safety specialist or a safety officer.
- Our workplaces are safe from a health and ergonomics point of view, and are regularly risk assessed in line with modern technology and occupational healthcare standards.

- We focus on preventing injuries, accidents and work-related illnesses. All accidents are recorded and analysed, and appropriate measures are implemented to prevent such accidents in the future. We aim to reduce the number of work-related accidents and the resulting absences from work to an absolute minimum.

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