

Bucher Sustainability Report 2013
GRI-Index

Introduction

This Sustainability Report, the third to be published by Bucher Industries, is based on version G3 of the guidelines of the Global Reporting Initiative (GRI). The Sustainability Report fulfils Application Level C, as verified and confirmed by the GRI.

GRI is the world's leading standard for corporate sustainability reporting (www.globalreporting.org). Application of GRI Level C guidelines requires information relating to:

- all points in the 'G3 Profile Disclosures' covering strategy and analysis, organisational profile, reporting parameters, governance, commitments and engagement
- and at least ten performance indicators relating to economic (EC), environmental (EN), human rights (HR), labour (LA), social (SO) and product responsibility (PR) issues.

Both sets of criteria are addressed in the following GRI Index. It gives the information required and shows the location of the profile disclosures and individual performance indicators in Bucher's Sustainability Report 2013 as well as other publications. Specific reference is made ('partial information') where an indicator is only partly reported.

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Profile

NR	GRI-G3 content index	Reference
1	Strategy and analysis	
1.1	Statement by the CEO <i>Statement from the CEO about the relevance of sustainability to the organisation and its strategy.</i>	Sustainability Report 2013, Bucher Annual Report 2013, pages 4–5.
1.2	Description of key impacts <i>Description of key impacts, risks and opportunities (organisation's key impacts on sustainability and effects on stakeholders, including impact of sustainability trends, risks and opportunities on the long-term prospects and financial performance of the organisation).</i>	Not reported, because not needed at Level C.
2	Organisational profile	
2.1	Name of the organisation Bucher Industries AG	
2.2	Primary brands, products and/or services The Group comprises five specialised divisions in industrially related areas of mechanical and vehicle engineering. All the divisions are geared towards fundamental human needs and have substantial worldwide growth and earnings potential. The Group is represented in more than 80 countries and, through production plants, on all continents except Africa. Kuhn Group is the world's leading manufacturer of specialised agricultural machinery for tillage, seeding, fertilisation, spraying, landscape maintenance, hay and forage harvesting and feeding. Bucher Municipal is the market leader in Europe and Australia in municipal vehicles for cleaning and clearing snow from public and private spaces. Its range encompasses compact and truck-mounted sweepers, winter maintenance equipment and refuse collection vehicles. Bucher Hydraulics is a leading international manufacturer of customised systems for mobile and industrial hydraulics. Its broad range embraces hydraulic pumps, hydraulic motors, valves, cylinders and power units, lift drives and electronic devices and associated system solutions. Bucher Emhart Glass is the world's leading supplier of advanced technologies for manufacturing and inspecting glass containers. Its portfolio consists of glass-forming and inspection machinery, systems, components and spares. The company also offers advice and service to the glass container industry. Bucher Specials comprises machinery and equipment for winemaking (Bucher Vaslin), equipment and technology for processing fruit juice and instant products and for dewatering sewage sludge (Bucher Unipektin), a Swiss distributorship for tractors and specialised agricultural machinery (Bucher Landtechnik) and control systems for automation technology (Jetter).	

NR	GRI-G3 content index	Reference
2.3	<p>Operational structure <i>Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.</i></p> <p>The Bucher Group manages its five divisions in a decentralised way. We do not see strictly top-down management as a sustainable way to run a business. The Group is responsible for strategic and financial management as well as management training. The divisions are clearly structured, with their management taking responsibility for the operational and financial results. At Group level, the Corporate Centre, with its various functions – Finance and Controlling, Corporate Development and Legal and Communications – supports the activities of the Group and the Group companies.</p>	<p>Sustainability Report 2013, p. 4 http://www.bucherindustries.com/en/node/559</p> <p>Annual Report 2013, p. 44 http://www.bucherindustries.com/en/node/7148</p>
2.4	<p>Location of the organisation's headquarters Murzlenstrasse 80, 8166 Niederweningen, Switzerland</p>	
2.5	<p>Number of countries <i>Number of countries where the organisation operates.</i></p>	www.bucherindustries.com/en/divisions
2.6	<p>Nature of ownership and legal form Bucher Industries AG is a limited liability company and listed on the Swiss stock exchange, SIX Swiss Exchange, under BUCN.</p>	<p>Ownership structure: http://www.bucherindustries.com/en/node/6644</p>

NR	GRI-G3 content index	Reference
2.7	<p>Markets <i>Markets served (including geographical breakdown, sectors served and types of customers/beneficiaries).</i></p> <p>Kuhn Group The broad range of specialised agricultural machinery offered by Kuhn Group worldwide is geared to the needs of small, medium and large farming operations, as well as contractors. In addition to these end-customers, dealers and importers also play a very important role.</p> <p>Bucher Municipal produces functional and environmentally friendly compact and truck-mounted municipal sweepers, winter maintenance equipment and refuse collection vehicles for international customers, mainly towns and cities, as well as private fleet operators and airports.</p> <p>Bucher Hydraulics designs and manufactures innovative hydraulic drive and control systems tailored to customer requirements. The division's clientele is drawn from a wide variety of industries, including construction machines, materials handling and lifting equipment, elevator hydraulics, municipal and agricultural machinery, mechanical engineering and wind and solar power technology.</p> <p>Bucher Emhart Glass is the world market and technology leader in manufacturing equipment for the glass container industry, with customers all over the world who make glass containers of all sizes and shapes.</p> <p>Bucher Specials serves a variety of customer segments. The winemaking equipment manufactured by Bucher Vaslin is sold to individual winemakers as well as large wine producers and cooperatives. Bucher Unipektin is a highly diversified manufacturer of systems and machinery for processing fruit juice and instant products and for dewatering sewage sludge. Its customers are found in the food industry, municipal enterprises and other branches of industry. Jetter AG develops control systems for automation technology. Bucher Landtechnik is an importer of tractors and agricultural machinery, serving dealerships and farmers across Switzerland.</p>	

NR	GRI-G3 content index	Reference
2.8	<p>Organisational scale <i>Scale of the reporting organisation.</i></p> <p>The technology group comprises five specialised divisions (see annual report 2013, p. 121 ff.) in industrially related areas of machinery and vehicle engineering. Main products and services: specialised agricultural machinery, municipal vehicles, hydraulic systems, technologies for the manufacture and inspection of glass containers, machinery and equipment for beverages production, environmental technology and automation, as well as a Swiss distributorship for tractors and specialised agricultural machinery.</p>	<p>Sustainability Report 2013, charts on p. 5</p> <p>Annual Report 2013 http://www.bucherindustries.com/en/node/7148</p>
2.9	<p>Structural changes <i>Significant changes during the reporting period regarding size, structure or ownership.</i></p> <p>There were no significant changes during the reporting period.</p>	
2.10	<p>Awards received in the reporting period Kuhn Group products received the following prizes in the reporting period:</p> <ul style="list-style-type: none"> – In Brazil, the new QUADRA VENTA seed drill received the gold medal of the premio Gerdau in the innovation category. – The new 1290i large square baler won the silver medal of the German Agricultural Society (DLG) at AGRITECHNICA Innovation 2013, and in November 2014 it was named “Machine of the Year” in the “Silage” category by the German agricultural publisher Deutscher Landwirtschaftsverlag München (dlv). 	

NR	GRI-G3 content index	Reference
3	Report parameters	
3.1	Reporting period 1 January – 31 December 2013	
3.2	Date of most recent previous report August 2013	
3.3	Reporting cycle Annual	
3.4	Contact point <i>Contact point for questions regarding the report or its contents.</i>	Sustainability Report 2013, p. 24, as well as p. 2 of this GRI Index
	Report scope and boundary	
3.5	<p data-bbox="384 842 711 902">Process <i>Process for defining report content.</i></p> <p data-bbox="384 938 1114 1123">The GRI Guidance on Defining Report Content and associated principles were applied as far as possible. Already during the process of planning and preparing the report, more than 50 members of management from right across the Group attended a workshop to discuss questions of sustainability and related matters at the Bucher Group. They helped to determine which indicators are important for the report and the data that should be gathered.</p> <p data-bbox="384 1159 1070 1283">By this means, the following topics were defined as important and given priority: economic performance, energy, water, emissions and waste, employees (diversity, training and continuing education), compliance (combating corruption), customer safety and customer satisfaction.</p> <p data-bbox="384 1319 1102 1442">The actual reporting was based on the main subject areas set out in the GRI Guidelines. The present structure makes it possible to address specific information to key stakeholder groups: customers, employees, environmental organisations and social and political circles.</p>	Sustainability Report 2013, last section, p. 5
3.6	Boundary of the report	Sustainability Report 2013, About this report, p. 24
3.7	Limitations <i>Specific limitations on the scope or boundary of the report, if any.</i>	Sustainability Report 2013, About this report, p. 24
3.8	<p data-bbox="384 1585 1031 1708">Basis for reporting <i>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 organisations.</i></p> <p data-bbox="384 1744 1031 1802">In the year under review there were no significant changes affecting comparability with the previous year.</p>	

NR	GRI-G3 content index	Reference
3.9	<p>Data measurement techniques and bases for calculations <i>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.</i></p> <p>Not relevant at Level C.</p>	
3.10	<p>Statements <i>Explanation of the effect of any restatements of information provided in previous reports, and the reasons for such restatements.</i></p> <p>No restatements.</p>	
3.11	<p>Significant changes <i>Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.</i></p> <p>There are no significant changes, compared with the Sustainability Report 2012 and the Annual Report 2012, in terms of boundary or measurement methods covering GRI Level C. For the 2013 reporting year, the basis for data collection was extended by two further important production sites to 31 overall. These sites cover about 80% of Group sales. To ensure comparability of the data in the 2012 and 2013 reports at divisional level, the sustainability key figures for both new production sites were collected retroactively for 2012.</p>	Sustainability Report 2013, About this report, p. 24
GRI content index		
3.12	<p>Table <i>Table identifying the location of the standard disclosures in the report.</i></p> <p>This GRI Index.</p>	
Assurance		
3.13	<p>Policy <i>Policy and current practice with regard to seeking external assurance for the report.</i></p>	

NR	GRI-G3 content index	Reference
4	Governance, commitments and engagement	
	Corporate governance	
4.1	<p>Governance structure <i>Corporate governance is used here to mean the governance structure of the organisation, including under the highest governance body responsible for specific tasks.</i></p> <p>The Bucher Group manages its five divisions in a decentralised way. We do not see strictly top-down management as a sustainable way to run a business. The Group is responsible for strategic and financial management as well as management training. The divisions are clearly structured, with their management taking responsibility for the operational and financial results. At Group level, the Corporate Centre, with its various functions – Finance and Controlling, Corporate Development and Legal and Communications – supports the activities of the Group and the Group companies.</p>	www.bucherindustries.com/en/node/6621
4.2	<p>Chair of the highest governance body <i>Indicate whether the chair of the highest governance body is also an executive officer.</i></p> <p>This is not the case.</p>	
4.3	<p>Number of members of the highest governance body <i>For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.</i></p> <p>Not applicable because there is a board of directors.</p>	
4.4	<p>Channels of communication with the highest governance body <i>Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.</i></p>	<p>http://www.bucherindustries.com/en/node/6770 and http://www.bucherindustries.com/en/node/6621 (The internal rules of organisation contain mechanisms for employees)</p>
4.5	<p>Compensation of the members of the highest governance body <i>Linkage between compensation for members of the highest governance body, senior managers and executives and the organisation's performance (including social and environmental performance).</i></p> <p>Not reported, because not needed at Level C.</p>	
4.6	<p>Conflicts of interest <i>Processes in place for the highest governance body to ensure conflicts of interest are avoided.</i></p> <p>Not reported, because not needed at Level C.</p>	

NR	GRI-G3 content index	Reference
4.7	<p>Qualifications of members of the highest governance body <i>Process for determining the composition, qualifications and expertise of the members of the highest governance body in directing the organisation's economic, environmental and social strategy.</i></p> <p>Not reported, because not needed at Level C.</p>	
4.8	<p>Mission statements, code of conduct and principles <i>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.</i></p> <p>Not reported, because not needed at Level C.</p>	
4.9	<p>Monitoring of economic, environmental and social performance <i>Procedures of the highest governance body for overseeing the organisation'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.</i></p> <p>Not reported, because not needed at Level C.</p>	
4.10	<p>Evaluation of the performance of the highest governance body <i>Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.</i></p> <p>Not reported, because not needed at Level C.</p>	
Commitments to external initiatives		
4.11	<p>Observance of the precautionary principle <i>Explanation of whether and how the precautionary approach or principle is addressed by the organisation.</i></p> <p>Not reported, because not needed at Level C.</p>	
4.12	<p>Charters and initiatives <i>Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or which it endorses.</i></p> <p>Not reported, because not needed at Level C.</p>	
4.13	<p>Memberships <i>Memberships in associations (such as industry associations) and/or national or international advocacy organisations.</i></p> <p>Not relevant at Level C.</p>	

NR	GRI-G3 content index	Reference
Stakeholder engagement		
4.14	Stakeholder groups <i>List of stakeholder groups engaged by the organisation.</i>	
	<p>The divisions and individual companies maintain a regular interchange with a variety of stakeholder groups. Foremost among these – in addition to the employees and management – are end-users, dealers and suppliers. Other important groups are the shareholders, financial institutions, investors, analysts, media representatives and industrial associations and organisations.</p> <p>Local authorities and neighbouring communities are also stakeholders. Within the divisions and individual companies, internal communication is a top priority. Here, too, competence, trust and reliability are what count. The larger production sites have platforms for direct exchanges between employees and management. In the Group, we rely on one-to-one contacts and a culture of personal interchange.</p>	
4.15	Stakeholder selection <i>Basis for identification and selection of stakeholders with whom to engage.</i>	
	<p>We are very interested to learn what our customers think about our products and technologies, and how happy they are with what they get. All Bucher Group companies maintain a regular dialogue with their customers at trade shows, dealer conventions and training events and via surveys and online. This is part of an ongoing drive to improve product quality and our ability to respond locally to individual requirements. In addition to image videos and publications, our companies publish product information, instruction manuals and other technical information. Our customers can also call on technical specialists for expert advice.</p> <p>The stakeholders mentioned under 4.14 are considered the most important when the following criteria are applied:</p> <ul style="list-style-type: none"> – Does the stakeholder group strongly influence the economic, environmental and social impact of Bucher Industries AG? – Is the stakeholder group strongly affected by the economic, environmental and social impact of Bucher Industries AG? 	
4.16	Stakeholder engagement <i>Approaches to stakeholder engagement, including frequency of engagement by type and stakeholder group.</i>	
	Not relevant at Level C.	

NR	GRI-G3 content index	Reference
4.17	<p>Key topics and concerns of stakeholders <i>Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to them, including through its reporting.</i></p> <p>Bucher industries dealt with the following topics raised by a number of stakeholders during the year under review:</p> <ul style="list-style-type: none"> – short and long-term strategy – financial situation of the Group – management style, remuneration and goals – economic conditions (strong Swiss franc, euro crisis, divisional performance and share price) – Implementation of the Ordinance against Excessive Compensation in Listed Corporations (VegüV) 	

Performance indicators

NR	GRI-G3 content index	Reference
5	Economic indicators	
	Economic performance	
EC1	<i>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 authorities (taxes).</i>	Partial information: Sustainability Report 2013, p. 5. www.bucherindustries.com/en/node/526 www.bucherindustries.com/de/node/6642
EC2	<i>Financial implications and other risks and opportunities for the organisation's activities due to climate change.</i>	
	Indicator EC2 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EC3	<i>Coverage of the organisation's defined benefit plan obligations.</i>	
	Indicator EC3 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EC4	<i>Significant financial assistance received from government.</i>	
	Indicator EC4 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
	Market presence	
EC5	<i>Range of ratios of standard entry-level wage compared with local minimum wage at significant locations of operation.</i>	
	Indicator EC5 is "additional" in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EC6	<i>Policy, practices and proportion of spending on locally based suppliers at significant locations of operation.</i>	Sustainability Report 2013, p. 23
	Our production sites obtain around 58% of their materials and services locally. We spent a total of CHF 1 357 million with the roughly 2 000 key suppliers who account for 80% of the Group's total order volume. The criteria we apply when selecting suppliers, in addition to cost optimisation, are quality, competence and reliability. We practise active supply chain management aimed at building long-term relationships. Even when times are tough, we endeavour to avoid completely scaling down orders to our suppliers. Bucher Emhart Glass, for example, has a checklist for selecting suppliers, which includes the ten principles of the UN Global Compact. It also conducts a supplier risk analysis with the focus on financial aspects. Overall, we are following the worldwide trend and increasingly applying sustainability criteria to the selection of suppliers throughout the Group.	

NR	GRI-G3 content index	Reference
EC7	<p><i>Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.</i></p> <p>Indicator EC7 is additional in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
Indirect economic impacts		
EC8	<p><i>Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement.</i></p> <p>In the various divisions and companies, sponsoring activities and charitable donations vary widely and are on a low level. Generally, social commitments are entered into in connection with our employees on the ground, or they serve to strengthen the reputation of the local Group company.</p> <p>One of the Kuhn Group companies in the USA sponsors scholarships for the educational organisation “Future Farmers of America” (FFA) and is involved in local chambers of commerce and initiatives promoting local business. Other training programmes promote research, development and training in winegrowing.</p> <p>Bucher Hydraulics supports the non-profit organisation “Feeding Greater Elgin” in Illinois (USA) which campaigns against hunger and poverty in the immediate neighbourhood. The company also gives financial support to cultural and sporting associations in which employees are involved.</p>	
EC9	<p><i>Understanding and describing significant indirect economic impacts, including the extent of impacts.</i></p> <p>Indicator EC9 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	

NR	GRI-G3 content index	Reference
6	Environmental indicators	
	Materials	
EN1	<i>Materials used by weight or volume.</i>	
	Indicator EN1 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EN2	<i>Percentage of materials used that are recycled input materials.</i>	
	Indicator EN2 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
	Energy	
EN3	<i>Direct energy consumption by primary energy source.</i>	Sustainability Report 2013, charts p. 16–19
	Energy consumption in MWh Conversion into GJ:	
	Heating fuels:	
	Heating oil: 39 407 GJ Natural gas: 591 313 GJ LPG/propane: 41 943 GJ Wood: 1 926 GJ Diesel (emergency power): 1 166 GJ	
	Motor fuels:	
	Diesel: 54 190 GJ Petrol: 20 080 GJ LPG/propane: 22 230 GJ Biodiesel: 112 GJ Bioethanol: 990 GJ	
EN4	<i>Indirect energy consumption by primary energy source.</i>	Sustainability Report 2013, charts p. 16–19
	Energy consumption in MWh Converted into GJ:	
	Electricity: 508 591 GJ District heating: 34 464 GJ	

NR	GRI-G3 content index	Reference
ENS	<i>Energy saved due to conservation and efficiency improvements.</i>	Sustainability Report 2013, p. 6, p. 13–14
	<p>In view of the challenges of climate change and the rising prices of energy and raw materials, one of Bucher's primary goals is to reduce consumption of energy and materials and cut emissions of greenhouse gases. Responsible use of water resources and reduction of solvent consumption are both targets of the Group's environmental policies.</p>	
	<p>All Kuhn Group companies are working towards making their products and business activities more sustainable in terms of use of resources and protection of the environment. Many environmental aspects are taken into account. In new investments, liquid varnishing is increasingly being replaced by powder coating. This process requires no binders or solvents, and no volatile organic compounds (VOCs) are emitted. One Kuhn Group plant in France is able to recover around 800 000 kWh from cooling of compressors. Moreover, the heating of buildings is adjusted according to the presence of employees. In the USA, paint waste was significantly reduced by improved recycling of solvents.</p>	
	<p>Bucher Municipal operates two manufacturing sites which are ISO-14001-certified and is planning to extend this certification to other sites. A newly built factory in Great Britain received a BREEAM rating of "excellent". The rating criteria include energy-efficient lighting, intelligent building management (heating), photovoltaics (generation of around 42 000 kWh per annum is planned), reduction of packaging material and waste, and reduction of noise emissions and hazardous waste. A transport concept promotes alternative modes of travel.</p>	
	<p>Bucher Hydraulics is committed to environmentally compatible production. Three sites – in Italy, Germany and Switzerland – are ISO-14001-certified. New locations were established in India and Brazil. Environmental aspects were taken into account and appropriate improvements made.</p>	
	<p>Two Bucher Emhart Glass sites in Sweden are certified to ISO 14001. Apart from energy conservation, the division is relying on modern machinery in order to minimise the usage of raw materials and waste generated. Another goal is to minimise the use of packaging material.</p>	
	<p>Bucher Specials: Bucher Vaslin installed a new fuel container with leak detector and more secure cabinets for chemicals storage. Bucher Unipektin's switch from water- to air-cooling of its hydraulic oil presses achieved a significant saving in its consumption of fresh cooling water.</p>	

NR	GRI-G3 content index	Reference
EN6	<p data-bbox="384 470 1117 527"><i>Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.</i></p> <p data-bbox="384 566 1117 751">Long service life and high efficiency are key quality characteristics of Bucher Group products. We strive for continuous improvement and invested around CHF 90 million in research and development in 2013. We are committed to making our customers' work easier and more economical with functional machinery and vehicles. At the same time, our products contribute to conserving resources and avoiding adverse effects on the environment.</p> <p data-bbox="384 789 1117 1008">Kuhn Group launched a number of initiatives with this in mind. These included a new family of rakes weighing 20% less per unit than the previous generation; the introduction of new mowers which reduce energy consumption (exact measurements are planned for 2014); GPS control to avoid overspraying of crops; larger, stronger balers (double-plunger, high-density large square baler 1290iD), exerting twice the pressure and producing bales 25% denser without increased weight or energy consumption.</p> <p data-bbox="384 1046 1117 1266">Noise and air pollution are serious problems in towns and cities. Sweepers and spreaders which are versatile in function and generate low levels of noise and exhaust fumes, without compromising on economy of operation, make an important contribution to resolving these problems. In the reporting year, Johnston Sweepers developed a single-engine, hydrostatic transmission which, despite a simplified construction, can operate at higher rotation speeds with reduced fuel consumption.</p> <p data-bbox="384 1304 1117 1555">Bucher Hydraulics has launched the ECOdraulics initiative for its products – predating the similar Blue Competence Initiative started by the VDMA in Germany. All ECOdraulics products are subjected to an internal evaluation process and awarded the classification only if they offer a proven benefit. The main criterion for the evaluation is the energy saved by the product within a system solution. Other significant criteria are sustainable use of resources, lower emissions and optimised manufacturing processes, using waste heat for heating buildings.</p> <p data-bbox="384 1593 1117 1844">Bucher Emhart Glass was the first manufacturer worldwide to succeed in applying tempering, as used in plate glass production, to glass packaging products. This patent-protected process allows the glass to be made either significantly stronger or lighter – up to 20%. The weight of returnable bottles can be reduced significantly, without compromising the filling capacity – a big advantage for logistics and recycling. The production equipment developed by Bucher Emhart Glass was installed at a customer's plant in 2013 for the first trial production.</p>	

NR	GRI-G3 content index	Reference
EN7	<p><i>Initiatives to reduce indirect energy consumption and reductions achieved.</i></p> <p>Indicator EN7 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
Water		
EN8	<p><i>Total water withdrawal by source.</i></p>	Sustainability Report 2013, charts p. 17–18
EN9	<p><i>Water sources significantly affected by withdrawal of water.</i></p> <p>Indicator EN9 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
EN10	<p><i>Percentage and total volume of water recycled and reused.</i></p> <p>Indicator EN10 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
Biodiversity		
EN11	<p><i>Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.</i></p> <p>Indicator EN11 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
EN12	<p><i>Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.</i></p> <p>Indicator EN12 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
EN13	<p><i>Habitats protected or restored.</i></p> <p>Indicator EN13 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	

NR	GRI-G3 content index	Reference
EN14	<i>Strategies, current actions and future plans for managing impacts on biodiversity.</i>	
	Indicator EN14 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EN15	<i>Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.</i>	
	Indicator EN15 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
Emissions, effluents and waste		
EN16	<i>Total direct and indirect greenhouse gas emissions by weight.</i>	Sustainability Report 2013, charts p. 17 – 18
EN17	<i>Other relevant greenhouse gas emissions by weight.</i>	
	Indicator EN17 is ‘not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EN18	<i>Initiatives to reduce greenhouse gas emissions and reductions achieved.</i>	
	Indicator EN18 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EN19	<i>Emissions of ozone-depleting substances by weight.</i>	
	Indicator EN19 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EN20	<i>NOx, SOx and other significant air emissions by type and weight.</i>	
	Indicator EN20 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EN21	<i>Total water discharge by quality and destination.</i>	Sustainability Report 2013, charts p. 17
EN22	<i>Total weight of waste by type and disposal method.</i>	
	Indicator EN22 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	

NR	GRI-G3 content index	Reference
EN23	<i>Total number and volume of significant spills.</i>	
	There were no incidents in the year under review.	
EN24	<i>Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and IV and percentage of transported waste shipped internationally.</i>	
	Indicator EN24 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
EN25	<i>Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation’s discharges of water and runoff.</i>	
	Indicator EN25 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	

NR	GRI-G3 content index	Reference
EN26	<p data-bbox="381 470 596 491">Products and services</p> <p data-bbox="381 506 1086 566"><i>Initiatives to mitigate environmental impacts of products and services, and extent of impact.</i></p> <p data-bbox="381 604 1114 789">Long service life and high efficiency are key quality characteristics of Bucher Group products. We strive for continuous improvement and invested around CHF 90 million in research and development in 2013. We are committed to making our customers' work easier and more economical with functional machinery and vehicles. At the same time, our products contribute to conserving resources and avoiding adverse effects on the environment.</p> <p data-bbox="381 829 1114 1049">Kuhn Group launched a number of initiatives with this in mind. These included a new family of rakes weighing 20% less per unit than the previous generation; the introduction of new mowers which reduce energy consumption (exact measurements are planned for 2014); GPS control to avoid overspraying of crops; larger, stronger balers (double-plunger, high-density large square baler 1290iD), exerting twice the pressure and producing bales 25% denser without increasing weight or energy consumption.</p> <p data-bbox="381 1089 1114 1308">Noise and air pollution are serious problems in towns and cities. Sweepers and spreaders which are versatile in function and generate low levels of noise and exhaust fumes, without compromising on economy of operation, make an important contribution to resolving these problems. In the reporting year, Johnston Sweepers developed a single-engine, hydrostatic transmission which, despite a simplified construction, can operate at higher rotation speeds with reduced fuel consumption.</p> <p data-bbox="381 1349 1114 1593">Bucher Hydraulics launched the ECOdraulics initiative for its products – pre-dating the similar Blue Competence Initiative started by the VDMA in Germany. All ECOdraulics products are subjected to an internal evaluation process and awarded the classification only if they offer a proven benefit. The main criterion for the evaluation is the energy saved by the product within a system solution. Other significant criteria are sustainable use of resources, lower emissions and optimised manufacturing processes, using waste heat for heating buildings.</p> <p data-bbox="381 1634 1114 1847">Bucher Emhart Glass was the first manufacturer worldwide to succeed in applying tempering, as used in plate glass production, to glass packaging products. This patent-protected process allows the glass to be made either significantly stronger or lighter – up to 20%. The weight of returnable bottles can be reduced significantly, without compromising the filling capacity – a big advantage for logistics and recycling. A first trial production line was installed at a customer's plant in 2013.</p>	Sustainability Report 2013, p. 6, p. 13–14, p. 19

NR	GRI-G3 content index	Reference
EN27	<p><i>Percentage of products sold and their packaging materials that are reclaimed, by category.</i></p> <p>Indicator EN27 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
Compliance		
EN28	<p><i>Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.</i></p> <p>In the 2013 reporting year, there were no significant fines or other, non-monetary, sanctions in the environmental field.</p>	Sustainability Report 2013, p. 6, p. 13–14, p. 19
Transport		
EN29	<p><i>Significant environmental impacts of transporting products and other goods and materials used for the organisation’s operations, and transporting members of the workforce.</i></p> <p>Indicator EN29 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
Overall		
EN30	<p><i>Total environmental protection expenditure and investments by type.</i></p> <p>Indicator EN30 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	

NR	GRI-G3 content index	Reference
7	Social indicators: labour practices and decent work	
	Employment	
LA1	<i>Total workforce by employment type, employment contract and region.</i>	Sustainability Report 2013, p. 20 – 22
LA2	<i>Total number and rate of employee turnover by age group, gender and region.</i>	Partial information Sustainability Report 2013, p. 23
LA3	<i>Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations sites.</i>	
	Indicator LA3 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
	Labour/management relations	
LA4	<i>Percentage of employees covered by collective bargaining agreements.</i>	
	Indicator LA4 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
LA5	<i>Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.</i>	
	Indicator LA5 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
LA6	<i>Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.</i>	
	Indicator LA6 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	

NR	GRI-G3 content index	Reference																												
LA7	<p><i>Rates of injury, occupational illnesses, lost days and absenteeism, and number of work-related fatalities by region.</i></p> <p>Days lost per employee, 2013:</p> <table border="1"> <thead> <tr> <th></th> <th>Accidents</th> <th>Illness</th> <th>Industrial action</th> </tr> </thead> <tbody> <tr> <td>Group</td> <td>0.5</td> <td>5.9</td> <td>0.0</td> </tr> <tr> <td>Kuhn Group</td> <td>0.4</td> <td>5.2</td> <td>0.0</td> </tr> <tr> <td>Bucher Municipal</td> <td>0.4</td> <td>7.2</td> <td>0.0</td> </tr> <tr> <td>Bucher Hydraulics</td> <td>0.3</td> <td>6.3</td> <td>0.0</td> </tr> <tr> <td>Bucher Emhart Glass</td> <td>0.4</td> <td>6.0</td> <td>0.0</td> </tr> <tr> <td>Bucher Specials</td> <td>0.4</td> <td>6.4</td> <td>0.0</td> </tr> </tbody> </table> <p>Bucher places great emphasis on safety in the company and at the individual workstation. We accept responsibility for ensuring the best possible welfare of our employees – for protecting their health and safety at work. Our Code of Conduct states this clearly. We are duty-bound to operate our facilities in accordance with all local regulations in force. All employees concerned are given very precise instructions about our manufacturing processes and machinery. They also receive internal training in occupational safety and health protection at the workplace.</p>		Accidents	Illness	Industrial action	Group	0.5	5.9	0.0	Kuhn Group	0.4	5.2	0.0	Bucher Municipal	0.4	7.2	0.0	Bucher Hydraulics	0.3	6.3	0.0	Bucher Emhart Glass	0.4	6.0	0.0	Bucher Specials	0.4	6.4	0.0	Sustainability Report 2013, p. 22
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Bucher Specials	0.4	6.4	0.0																											
LA8	<p><i>Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families or community members regarding serious diseases.</i></p> <p>Indicator LA8 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>																													
LA9	<p><i>Health and safety topics covered in formal agreements with trade unions.</i></p> <p>Indicator LA9 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>																													

NR	GRI-G3 content index	Reference
Training and education		
LA10	<i>Average hours of training per year per employee by employee category.</i>	Partial Information: Sustainability Report 2013, p. 23
LA11	<p data-bbox="384 580 1078 672"><i>Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.</i></p> <p data-bbox="384 708 1114 1219">In a globally operating technology group, lifelong learning is a natural part of business and a central element of long-term personal development. In-house and external training courses at all Group levels are important factors in our success. In 2013, the Bucher Group invested a total of CHF 3.0 million in external further training courses for employees. At Group level we promote young management talent as part of a programme that has been a fixture since 2004: Bucher Management Training. Promising and successful young managers proposed by the divisions are selected to attend a course with four modules where they can familiarise themselves with the Group's understanding of its role and the tasks it faces. Key topics are the Group's structure and responsibilities, strategic management, financial and risk management, processes and instruments as well as leadership skills and human resource management. Since 2004, over a hundred executives have attended these courses, which are led by the CEO. The training also represents an opportunity to get to know the chairman of the board of directors and the members of group management, and to strengthen identification with the company.</p> <p data-bbox="384 1255 1114 1796">Continuing education is an important argument in our search for qualified, specialist staff, which poses a major challenge to all divisions. We enjoy a good reputation as a company that offers long-term career prospects and flat hierarchies. Bucher employees have a very broad range of opportunities to gain further qualifications at the company, and their participation is actively encouraged. The focus of specialist training opportunities is on the disciplines of engineering, IT and software, management and leadership, compliance, health and safety as well as languages and communication. Technical skills are particularly in demand. Training has been offered in laser and robot-controlled welding and safe operation of forklift trucks and machinery. Other training courses include quality management with ISO certification and Six Sigma methods. Subjects covered in IT include CAD and ERP systems. The field of leadership and management involves in-house and external seminars on topics such as change management and leadership skills while Bucher Hydraulics, for example, offers whole courses of study that can lead on to an MBA. Online training in the compliance field is a group-wide requirement.</p>	

NR	GRI-G3 content index	Reference
LA11	<p>Bucher Municipal in Australia held an eight-day leadership seminar for top management in the reporting year. In future this will be extended to other levels of management. Those responsible noted significant positive effects on target definition, succession planning and management development. Project management courses were also offered and a new sales training for engineers was initiated to promote the development of products according to the principle of “design for manufacturing”. In Switzerland, the commitment to apprenticeship training continued, with seven newly recruited apprentices in different disciplines.</p> <p>Bucher Schörling conducted a half-day training course in lean management for all employees; for members of management the course lasted a full day.</p> <p>At Bucher Specials and Bucher Landtechnik the induction process for new employees was improved and standardised. A number of product training courses were also held, primarily for the sales and service teams.</p>	
LA12	<p><i>Percentage of employees receiving regular performance and career development reviews.</i></p> <p>Annual appraisals and individual interviews conducted by line managers are the rule for all employees. Although the different companies have their own ways of handling the interchange with employees, annual appraisals are the general rule.</p> <p>At Kuhn Group, for example, the theme of employee motivation and briefing occupies a prominent position. It is part of Kuhn Group’s “ONE” project, aimed at managing the division’s growth targets. Both are integral to Kuhn Group’s long-term strategy. At Group level, this wide-ranging internal communication project and the strategic project that followed on from it, “Kuhn Momentum 2020”, are held up as examples of best practice.</p>	
Diversity and equal opportunity		
LA13	<p><i>Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity.</i></p>	<p>Partial Information: Sustainability Report 2013, p. 22</p>
LA14	<p><i>Ratio of basic salary of men to women by employee category.</i></p> <p>Indicator LA14 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	

NR	GRI-G3 content index	Reference
8	Social indicators: human rights	
	Investment and procurement practices	
HR1	<p><i>Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.</i></p> <p>Indicator HR1 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
HR2	<p><i>Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.</i></p> <p>Indicator HR2 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
HR3	<p><i>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.</i></p> <p>Indicator HR3 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
	Non-discrimination	
HR4	<p><i>Total number of incidents of discrimination and actions taken.</i></p> <p>One executive had to be dismissed owing to violation of labour employment regulations. In the company affected, a plan of action was implemented to avoid any recurrence of such incidents.</p>	
	Freedom of association and collective bargaining	
HR5	<p><i>Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken.</i></p> <p>Indicator HR5 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	

NR	GRI-G3 content index	Reference
Child labour		
HR6	<i>Operations identified as having significant risk for incidents of child labour, and measures taken.</i>	
	Indicator HR6 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
Forced and compulsory labour		
HR7	<i>Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken.</i>	
	Indicator HR7 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
Security practices		
HR8	<i>Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.</i>	
	Indicator HR8 is "additional" in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
HR9	<i>Total number of incidents of violations involving rights of indigenous people and actions taken.</i>	
	Indicator HR9 is "additional" in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	

NR	GRI-G3 content index	Reference
9	Social indicators: society	
	Local community	
SO1	<i>Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting, in a municipality or region.</i>	
	Indicator SO1 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
	Corruption	
SO2	<i>Percentage and total number of business units analysed for risks related to corruption.</i>	
	Partial information: the new Group-wide anti-corruption guideline entered into force in 2013. It was introduced in Bucher Group companies in the reporting year, with the exception of Kuhn Group. In the latter case, the approval process involving the French authorities at national level has taken longer than expected.	
SO3	<i>Percentage of employees trained in the organisation's anti-corruption policies and procedures.</i>	
	Partial information on SO3: our Code of Conduct lays down the principles required for fair dealings with all our stakeholder groups, as well as with competitors. At Group level, in the divisions and locally, compliance officers are available to give advice. They help with the implementation of the Code of Conduct and the relevant directives, and file regular reports. These officers are also contact persons for management and personnel who have queries on compliance and related matters. All our employees receive a copy of the Code of Conduct. Those with company e-mail addresses are also given online training.	
	In 2013, the new anti-corruption guideline was introduced (except at Kuhn Group, see SO2). The following groups of employees have received the new directive: members of management of the Group, its divisions, subsidiaries and business units; managers of the procurement, logistics, sales, marketing, finance & controlling, HR and legal functions; sales, procurement and customer service staff; controlling and finance staff with internal or external signing powers; and all compliance officers. An online training course on the new directive has started.	
	In the period under review no corruption-related proceedings were pending.	

NR	GRI-G3 content index	Reference
SO4	<p><i>Actions taken in response to incidents of corruption.</i></p> <p>A purchasing manager at one company had to be dismissed due to acceptance of overly expensive invitations. At another company, an undisclosed conflict of interest led to the dismissal of the person concerned. Alert employees were able to stop several attempts at corruption Group-wide.</p>	
Public policy		
SO5	<p><i>Public policy positions and participation in public policy development and lobbying.</i></p> <p>The Group did support one political party in Switzerland with a low five-figure donation. In Switzerland and through the Group CEO, the Bucher Group supported the industry associations campaign against the “1:12 Initiative” as well as the negotiations with trade unions on the minimum wage.</p>	
SO6	<p><i>Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.</i></p> <p>Indicator SO6 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	
Anti-competitive behaviour		
SO7	<p><i>Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes.</i></p> <p>In the period under review, no legal actions were pending for anti-competitive behaviour, anti-trust and monopoly practices.</p>	
Compliance		
SO8	<p><i>Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.</i></p> <p>In the period under review, no fines or non-monetary sanctions were imposed for non-compliance with laws and regulations.</p>	

NR	GRI-G3 content index	Reference
10	Social indicators: product responsibility	
	Customer health and safety	
PR1	<i>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.</i>	
	<p>Outstanding product quality is not all it takes to build long-term customer relationships. Every product has to satisfy a high standard with regard to the safety and health of users. Compliance with the relevant safety criteria is assured for all machines, vehicles and other products, from product development right through to deployment and ultimately disposal. Descriptions and instructions on safe operation according to the rules exist for all products without exception. These comply with the applicable legal requirements for product information and instruction manuals.</p>	
PR2	<i>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 outcome.</i>	
	<p>Indicator PR2 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.</p>	

NR

GRI-G3 content index

Reference

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.

Bucher Group companies place a high priority on customer training.

Kuhn Group has built a centre for training and knowledge transfer in Monswiller, near Saverne, Alsace (France), with a total investment of some EUR 8 million. The “Kuhn Centre for Progress” will provide training and development for distribution partners and end-customers, particularly in the new technologies, mechanical and electrical engineering and product IT. It also operates as a platform for the sharing of knowledge and experience among key players in the sector. This interaction of new technologies is designed to find answers to the challenges facing the farming industry of tomorrow, such as workflow optimisation, reducing energy consumption and improving the use of herbicides, pesticides and fertilisers. Another ideal platform for training courses is the demonstration centre and showroom for municipal vehicles and agricultural machinery in Niederweningen, Switzerland. The one- to two-day courses provided by Bucher Municipal mostly comprise product-related technical training for customers’ own service technicians, combining theoretical and practical elements. The programme offers 25 to 30 courses annually in German, French and English. In addition, there are between five and ten individual courses, spread throughout the year, for new customers and those not familiar with any of the above languages.

Bucher Emhart Glass not only meets the relevant safety standards for the machines it produces, it also employs health and safety specialists and offers engineers at customer plants training geared to their specific needs. This on-site instruction follows the principle of “train the trainers”.

PR4

Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcome.

Indicator PR4 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.

NR	GRI-G3 content index	Reference
PR5	<p><i>Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.</i></p> <p>We are very interested to learn what our customers think about our products and technologies, and how happy they are with what they get. All Bucher Group companies maintain a regular dialogue with their customers at trade shows, dealer conventions and training events and via surveys and online. This is part of an ongoing drive to improve product quality and our ability to respond locally to individual requirements.</p> <p>Kuhn Group measures end-customer satisfaction in France, Germany, Spain and the UK a few weeks after purchase of a Kuhn machine. Dealers in France, Germany and Great Britain were interviewed as part of a survey on the Kuhn's ten product lines (general satisfaction, product quality, service, customer communication). Various telephone surveys and written interviews were conducted locally. The results were positive and a number of areas were identified where there is room for improvement (for example, dealers' product knowledge and optimisation of service delivery).</p> <p>At Bucher Municipal, wide-ranging customer surveys are being prepared for 2014. One company established a focus group involving customers and dealers which will have regular meetings with those responsible for product development. This will make it possible to take account of customer requirements at an early stage of product development.</p> <p>Bucher Emhart Glass conducted a global customer survey during the reporting period. The findings are currently being processed, but it is already possible to say that a high level of customer satisfaction was achieved. Training courses and service visits are also being evaluated. The new global quality management system is proving successful. In future, Bucher Emhart Glass will concentrate on the themes of communication, product quality and service, in search of further improvements.</p> <p>Bucher Specials also conducts regular customer surveys and acts on their findings. For example, Bucher Vaslin has devised a list of skills indicators for its technicians, and the subject of health and safety has recently been allocated directly to the Quality Department. Bucher Unipektin conducted an online customer survey. Generally speaking, most customers are very satisfied, above all with regard to friendliness, attitude and competence, but also product quality. There is potential for improvement in the areas of accessibility, price/performance ratio and complaints management. Detailed results can be expected for the 2014 reporting year. Bucher Landtechnik measures customer satisfaction regularly for each dealer area.</p>	

NR	GRI-G3 content index	Reference
Marketing communications		
PR6	<i>Programmes for adherence to laws, standards and voluntary codes relating to marketing communications, including advertising, promotion and sponsorship.</i>	
	Indicator PR6 is not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
PR7	<i>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes.</i>	
	Indicator PR7 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
Customer privacy		
PR8	<i>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.</i>	
	Indicator PR8 is “additional” in GRI and not included in the reporting, as it was not found significant for Bucher and its stakeholders in the materiality test.	
Compliance		
PR9	<i>Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.</i>	
	The reporting does not include indicator PR9 as it was not found significant for Bucher and its stakeholders in the materiality test.	

11 Notes on application of GRI G3 Guidelines

The Sustainability Report 2013 published by Bucher Industries AG integrates elements of sustainability reporting based on the guidelines issued by the Global Reporting Initiative (GRI). These guidelines recommend that certain information be provided not only on the overall profile of the company and its reporting, but also on its management approach and on performance indicators regarding economic, environmental, human rights, labour, society and product responsibility (see www.globalreporting.org).

There are different application levels companies can choose for GRI reporting. These range from Level C, which addresses selected levels of GRI reporting, to Level A, where all the indicators developed by GRI are reported.

Report Application Level	C	C+	B	B+	A	A+
G3 Profile Disclosures	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Same as requirement for Level B			
G3 Management Approach Disclosures	Not Required	Report Externally Assured Management Approach Disclosures for each Indicator Category	Report Externally Assured Management Approach disclosed for each Indicator Category		Report Externally Assured	
G3 Performance Indicators & Sector Supplement Performance Indicators	Report on a minimum of 10 Performance Indicators, including at least one from each of: social, economic, and environment.	Report Externally Assured Report on a minimum of 20 Performance Indicators, at least one from each of: economic, environment, human rights, labor, society, product responsibility.	Report Externally Assured Respond on each core G3 and Sector Supplement* indicator with due regard to the materiality Principle by either: a) reporting on the indicator or b) explaining the reason for its omission.		Report Externally Assured	

*Sector supplement in final version

The Bucher Sustainability Report 2013 complies with Level C of the GRI G3 Guidelines.

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