



# Sustainability report 2017

## DAF Trucks N.V.

**Foreword**

This report is the Sustainability Annual Report of DAF Trucks N.V. on the year 2017. The scope of the Sustainability Report includes all organizational units of DAF Trucks N.V.

The report is based on the classification of the Global Reporting Initiative (GRI): People – Planet – Profit. It is limited to objectives and indicators for these areas.

Basis for the Sustainability Report are the separate Company Policy Statements for Environment, and for Health & Safety. These are approved and signed by the President of the company. The DAF Environmental Policy is published via the website of DAF Trucks.

The information regarding People is provided by DAF Health & Safety, regarding Planet by DAF Environment, regarding Profit by DAF Finance & Control. The Sustainability Report is approved by involved Board Members and DAF Communication.

The Sustainability Report is published in the second quarter of the year following the reporting year.

**STATUS OBJECTIVES 2017****STATUS****I PEOPLE****Safety**

Safety	OSHA score (LTI) Operations Eindhoven: ≤ 0.8	1.2
Safety	OSHA score (LTI) Operations Westerlo: ≤ 2.0	3.3
Safety	OSHA score (LTI) DAF Trucks: ≤ 1.1	1.4
Safety	Safety inspections Operations Eindhoven and Westerlo: ≥ 4680	realized

**Health**

Absenteeism	Absenteeism percentage Eindhoven: ≤ 5.5%	5.7%
Absenteeism	Absenteeism percentage Westerlo: ≤ 7.5%	8.8%

**II PLANET****DAF Trucks NV**

Emission	Reduction Green House Gases: see website PACCAR: <a href="http://www.paccar.com/about-us/environmental-leadership/">http://www.paccar.com/about-us/environmental-leadership/</a>	realized
Waste	Compliance with internal objective for waste to landfill (Eindhoven/Westerlo):	realized
Energy	Reduction of energy consumption Eindhoven: see website MJA: <a href="http://www.rvo.nl/subsidies-regelingen/meerjarenspraken-energie-efficiency">http://www.rvo.nl/subsidies-regelingen/meerjarenspraken-energie-efficiency</a>	realized
Energy	Reduction of energy consumption Westerlo: see website EBO: <a href="http://www.ebo-vlaanderen.be/Pages/default.aspx">http://www.ebo-vlaanderen.be/Pages/default.aspx</a>	realized
Recycling	Recyclability of DAF vehicles: ≥ 93 %	92%
Emission	Reduction of CO <sub>2</sub> emission of DAF vehicles: see website ACEA: <a href="http://www.acea.be/publications/article/position-paper-reducing-co2-emissions-from-heavy-duty-vehicles">http://www.acea.be/publications/article/position-paper-reducing-co2-emissions-from-heavy-duty-vehicles</a>	realized
Communication	Sustainability publication for various internal and external stakeholders	not realized

**Product Development**

Emission	Continuous further refinement of product program and PACCAR engines program (Model Year 2015) for higher fuel efficiency and consequently lower CO <sub>2</sub> emission (production phase)	realized
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**Purchasing**

Certification	Production Goods suppliers with environmental certificate: ≥ 85%	realized
Certification	Service suppliers (with environmental impact) with environmental certificate: 100%	realized
Performance	Suppliers with C status environmental performance: ≤10%	realized

**Production (Eindhoven, Netherlands and Westerlo, Belgium)**

Emission VOC	Compliance to EC Directive 96/61/EC IPPC (Eindhoven): ≤ 70 gr/m <sup>2</sup>	realized
Emission VOC	Compliance to EC Directive 99/13/EC VOC (Westerlo): ≤ 55 gr/m <sup>2</sup>	realized
Waste	Compliance to internal objective for hazardous waste (Eindhoven): ≤ 47.2 kg/truck	48.0 kg/truck
Waste	Compliance to internal objective for hazardous waste (Westerlo): ≤ 35.0 kg/cab	35.4 kg/cab
Waste	Compliance with internal objective for unsorted regular waste (Eindhoven): ≤ 19.8 kg/truck	realized
Waste	Compliance with internal objective for unsorted regular waste (Westerlo): ≤ 8.4 kg/cab	10.2 kg/cab
Waste	Compliance with internal objective for packaging waste (Eindhoven): ≤ 60.6 kg/truck	realized
Waste	Compliance with internal objective for packaging waste (Westerlo): ≤ 12.0 kg/truck	realized
Water	Heavy metals in waste water (Eindhoven): ≤ 4.0 gr/truck	realized
Water	Heavy metals in waste water (Westerlo): ≤ 2.3 gr/cab	realized
Energy	Implementation Certain Measures in Energy Efficiency Plan (LTA3) (Eindhoven)	realized
Energy	Implementation Certain Measures in Energy Plan (Westerlo)	not realized

**Marketing & Sales**

Certification	ISO 14001 re-certification according ISO 14001-2015 (own dealer Budapest)	realized
Certification	ISO 14001 re-certification according ISO 14001-2015 (own dealer Prague)	realized
Emission	Change to company cars into Euro 6 vehicles (own dealer Frankfurt): 70%	realized
Certification	Environmental certification (EU DAF Sales & Service dealers): 100%	97%

**After Sales**

Waste	Reduction of volume of parts packaging waste: 22.0%	realized
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**III PROFIT**

For financial figures: see [www.paccar.com](http://www.paccar.com)

## Performance Indicators DAF Trucks N.V.

I PEOPLE	GRI*	2012	2013	2014	2015	2016	2017	Targets 2017
<b>1. Headcount</b>								
<b>Eindhoven:</b> Total number of employees	LA 1	5908	6264	5710	6146	6241	6663	
-of which BBL (study and work combined) workers	LA 1	49	35	22	27	27	29	
-of which flexworkers	LA 1	1208	1738	1128	1550	1158	1413	
-of which internships	LA 1	67	69	66	69	75	66	
-of which male employees	LA 1	4322	4144	4195	4197	4216	4397	
-of which female employees	LA 1	311	313	321	330	343	355	
<b>Westerlo:</b> Total number of employees	LA 1	2087	2088	2018	2253	2220	2686	
-of which male employees	LA 1	1914	1913	1846	2057	2027	2105	
-of which female employees	LA 1	173	175	172	196	193	201	
<b>2. Turnover</b>								
<b>Eindhoven:</b> Turnover (including flexworkers)	LA 2							
-of which hired (re-entered)	LA 2	938	1444	862	1777	1382	2027	
-of which outflow	LA 2	1047	1052	1123	1333	1122	1288	
<b>Westerlo:</b> Turnover	LA 2							
-of which hired (re-entered)	LA 2	117	545	63	384	108	139	
-of which outflow	LA 2	317	546	126	144	141	53	
<b>3. OSHA score</b> (accidents with absenteeism per 200.000 worked hours)								
DAF (all departments): OSHA score	LA 7	1.5	1.8	1.1	1.1	1.2	1.4	Target: ≤ 1.1
Eindhoven (Operations): OSHA score	LA 7	1.6	1.8	1.1	1.0	1.0	1.2	Target: ≤ 0.8
Westerlo: OSHA score	LA 7	3.0	3.9	2.0	2.6	2.8	3.3	Target: ≤ 2.0
<b>4. Absenteeism</b>								
Eindhoven: Absenteeism	LA 7	4.5%	4.3%	4.6%	5.1%	5.6%	5.7%	Target: ≤ 5.5%
Westerlo: Absenteeism	LA 7	7.3%	6.7%	7.7%	7.2%	7.9%	8.8%	Target: ≤ 7.5%

\* Performance Indicators according the Global Reporting Initiative ([www.globalreporting.org](http://www.globalreporting.org))

SUSTAINABILITY REPORT 2017

II PLANET	GRI*	2012	2013	2014	2015	2016	2017	Targets 2017
Production numbers in trucks (assembled in Eindhoven)		31,868	36,712	30,844	36,228	40,958	44,342	
Production numbers in trucks (including components)		37,772	41,778	36,095	40,875	45,968	49,626	
Production numbers in cabs (Westerlo)		37,988	42,409	36,322	41,150	46,580	50,535	
<b>1. VOC-emission</b>								
<b>Eindhoven:</b> Total VOC-emission in tonnes	EN 20	95.4	118.4	78.4	105.8	142.3	122.4	
Eindhoven: in kg per truck	EN 20	3.0	3.2	2.5	2.9	3.5	2.8	
Eindhoven: in gram/m <sup>2</sup>	EN 20	40	44	39	36	39	34	Target: ≤ 70 gram/m <sup>2</sup>
<b>Westerlo:</b> Total VOC-emission in tonnes	EN 20	171.1	191.2	146.6	179.0	204.7	231.8	
Westerlo: in kg per cab assembled	EN 20	4.5	4.5	4.0	4.4	4.4	4.6	
Westerlo: emission Cab Painting Line in grams/m <sup>2</sup>	EN 20	51.9	46.2	43.1	47.2	48.3	51.0	Target: ≤ 55 gram/m <sup>2</sup>
<b>2. Water consumption</b>								
<b>Eindhoven:</b> tap water consumption in m <sup>3</sup>	EN 8	229,476	204,130	182,066	208,495	218,155	202,191	
Eindhoven: consumption of surface water for cooling processes in m <sup>3</sup>	EN 8	645,530	645,380	693,270	713,818	828,820	907,748	
Eindhoven: % re-used water	EN 10	73.8%	76.1%	79.2%	77.4%	79.2%	81.8%	
<b>Westerlo:</b> tap water consumption in m <sup>3</sup>	EN 8	206,619	186,236	152,411	152,945	153,225	206,492	
<b>3. Discharge waste water</b>								
<b>Eindhoven:</b> discharge waste water in m <sup>3</sup> **	EN 21	1,090,700	1,024,200	1,091,700	1,138,200	1,343,200	1,344,600	
- of which (as clean water) discharged cooling water		893,500	846,500	910,600	952,200	1,159,500	1,155,500	
- of which discharged waste water		197,100	177,800	181,200	186,000	183,700	189,100	
- contamination units (calculated according to Dutch legislation)		4,713	4,076	4,430	3,396	4,682	4,004	
- discharge heavy metals in kg		121.3	100.2	113.1	106.6	119.1	100.9	Target: ≤ 250 kg
- discharge heavy metals in grams per truck		3.81	2.73	3.67	2.94	2.91	2.27	Target: ≤ 4 g/truck
- COD (chemical oxygen demand)		184,326	154,739	166,933	120,747	167,033	146,501	
<b>Eindhoven:</b> total number of significant incident discharges	EN 23		2	1	2	1	0	
<b>Westerlo:</b> Discharge waste water in m <sup>3</sup> **	EN 21	206,700	186,200	151,751	152,238	154,087	206,547	
- of which discharged cooling water		123,803	78,824	63,282	41,767	19,900	40,361	
- of which discharged process water		65,803	83,811	72,418	81,233	82,143	133,315	
- of which discharged sanitary waste water		17,094	23,565	16,051	29,238	52,044	32,871	
- contaminant load units (calculated according to Belgium legislation)		573	590	540	658	740	631	
- discharge heavy metals in kg		45.6	46.2	50.8	87.8	83.5	72.3	
- discharge heavy metals in Westerlo in grams per truck ( <i>per cab</i> )		1.2	1.1	1.4	2.1	1.8	1.4	Target: ≤ 2,3 gr/cab
- COD (chemical oxygen demand)		8,436	7,474	5,515	9,442	8,353	9,206	
<b>Westerlo:</b> total number of significant incident discharges	EN 23		0	0	0	1	0	
** domestic and industrial waste water, including cooling water (Eindhoven: including rainwater, Westerlo excluding rainwater)								

\* Performance Indicators according the Global Reporting Initiative ([www.globalreporting.org](http://www.globalreporting.org))

SUSTAINABILITY REPORT 2017

	GRI*	2012	2013	2014	2015	2016	2017	Targets 2017
<b>4. Residues Eindhoven and Westerlo</b>	EN 22							
Eindhoven: re-use and recycling		87.1 %	84.5 %	89.1%	85.4%	88.7%	87.9%	
Eindhoven: incineration		4.7 %	8.8 %	4.9%	4.5%	4.5%	4.9%	
Eindhoven: waste treatment (physical-chemical, composting, distillation, extraction)		7.1 %	8.0 %	6.5%	5.9%	10.1%	7.2%	
Eindhoven: landfill		0.0 %	0.0 %	0.0%	0.0%	0.0%	0.0%	Target: 0 %
Westerlo: re-use and recycling		77.5 %	72.8 %	78%	85.2%	83.85%	77.4%	
Westerlo: incineration		4.8 %	6.2 %	19%	8.3%	8.75%	9.8%	
Westerlo: waste treatment (physical-chemical treatment, distillation, extraction)		13.9 %	17.7 %	21.0 %	3%	6.5%	12.8%	
Westerlo: landfill		0.0 %	0.0 %	0%	0.0%	0%	0%	Target: 0 %
<b>Eindhoven: Total waste in tonnes</b>	EN 22	34,051	39,780	34,668	36,280	36,194	36,308	
Eindhoven: residues in kg per truck**	EN 22	901	952	960	888	787	732	
Eindhoven: in kg chemical waste per truck**	EN 22	66.4	46.4	50.6	49.9	49.0	48.0	Target: ≤ 47.2 kg/truck
Eindhoven: in kg scrap per truck**	EN 22	587	564	564	561	519	475	
Eindhoven: in kg unsorted waste per truck**	EN 22	24.4	22.5	24.7	22.8	19.3	19.5	Target: ≤ 19.8 kg/truck
<i>** related to production numbers in trucks including components</i>								
<b>Westerlo: Total waste in tonnes</b>	EN 22	6,092	6,763	5,872	6365	7718	7977	
Residues Westerlo in kg per cab	EN 22	160	159	161	155	166	158	
Westerlo in kg chemical waste per cab	EN 22	34.3	32.0	33.7	33.1	37.0	35.4	Target: ≤ 35.0 kg/cab
Westerlo: in kg scrap per cab	EN 22	100	103	107	103	108	102	
Westerlo: in kg unsorted waste per cab	EN 22	10.7	9.9	8.2	8.1	8.6	10.2	Target: ≤ 8.4 kg/truck
<b>Eindhoven and Westerlo: Packaging waste</b>	EN 22							
DAF: Packaging waste in kg per truck*** total (including After Sales)		114	105	119	109	105	102	
Eindhoven: Packaging waste Operations Eindhoven in kg per truck***		60	58	67	60	64	59	Target: ≤ 60.6 kg/truck
Westerlo: Packaging waste Operations Westerlo in kg per truck***		14.2	12.2	10.3	10.5	11.7	10.3	Target: ≤ 12.0 kg/truck
<i>*** related to production numbers in trucks excluding components</i>								
<b>5. Gas consumption</b>								
Eindhoven: gas consumption in millions m <sup>3</sup>	EN 3	9.0	9.7	7.9	8.6	8.8	8.9	
Westerlo: gas consumption in millions m <sup>3</sup>	EN 3	4.8	5.1	3.9	4.0	4.3	6.1	
Westerlo: gas consumption in MWh #	EN 3	47,512	50,991	38,384	42,316	49,618	69,352	
<b>6. CO<sub>2</sub>-emission</b>								
Eindhoven: CO <sub>2</sub> emission in tonnes resulted of gas consumption	EN 16	16,050	17,347	14,075	15,360	15,685	15,970	
Eindhoven: in tonnes according to according to Directive 2003/87/EC	EN 16	11,053	18,891	15,556	16,720	17,117	17,792	
Westerlo: CO <sub>2</sub> emission in tonnes resulted of gas consumption	EN 16	9,596	9,299	7,250	7,717	9,049	12,648	
DAF: other indirect greenhouse gas emission	EN 17	1,144	1,179	1,173	1,146	1,110	1,162	
<b>7. Electricity consumption</b>								
Eindhoven: electricity consumption in MWh	EN 4	79,095	79,994	73,993	78,964	78,910	76,858	
Eindhoven: electricity consumption in MWh per truck	EN 4	2.48	2.18	2.40	2.18	2.18	1.73	
Westerlo: electricity consumption in MWh	EN 4	34,042	36,328	34,093	36,181	39,779	50,453	
Westerlo: electricity consumption in MWh per cab	EN 4	0.90	0.86	0.94	0.88	0.88	1.00	

\* Performance Indicators according the Global Reporting Initiative ([www.globalreporting.org](http://www.globalreporting.org))

# Per 1<sup>st</sup> September 2015, changed from low caloric to high caloric natural gas; the energy volume is indicated for a correct comparison over the years

SUSTAINABILITY REPORT 2017

	GRI*	2012	2013	2014	2015	2016	2017	Targets 2017
<b>8. Energy Efficiency Index</b>								
Eindhoven: Long Term Agreement on Energy Efficiency 3 (2009 – 2020, ref. 2005)	EN 5	103.6 %	94.6%	94.7%	92.0%	85.4%	77.0%	
<b>9. Emission NOx</b>								
Eindhoven: NOx emission in kg	EN 20	49,879	56,454	51,533	49,578	61,533	40,063	
<b>10. Emissions of cooling gases</b>								
Eindhoven: emissions HFC's in kg due to filling air conditioning systems in trucks	EN 19	541	692	998	583	431	354	
Eindhoven: emissions HCFC's & HFC's in kg in production & buildings	EN 19	189	174	168	64	67	39	
Westerlo: emissions HCFC's & HFC's in kg in production & buildings	EN 19	9	0	1	9	9	7	
<b>11. Purchasing</b>								
% suppliers of Production Goods with valid ISO 14001 certificate		66%	72%	68%	76%	84%	85%	Target: ≥ 85%
% suppliers of Services with valid ISO 14001 certificate		100%	100%	100%	85%	94%	100%	Target: 100%
<b>12. Sales and Service</b>								
Number revised parts for re-use on market			38.467	39.627	68.896	47.917	27.967	
% EU Sales and Service dealers with valid ISO 14001 certificate		14%	34%	58%	73.3%	98%	97%	Target:100%
<b>III PROFIT</b>								
See: <a href="http://www.paccar.com">www.paccar.com</a>								

\* Performance Indicators according the Global Reporting Initiative ([www.globalreporting.org](http://www.globalreporting.org))

**OBJECTIVES 2018****I PEOPLE****Safety**

Safety	OSHA score (LTI) Operations Eindhoven	≤ 1,1
Safety	OSHA score (LTI) Operations Westerlo	≤ 3,0
Safety	OSHA score (LTI) DAF Trucks	≤ 1,2
Safety	Safety inspections Operations Eindhoven and Westerlo	≥ 4500

**Health**

Absenteeism	Absenteeism percentage Eindhoven	≤ 5,5%
Absenteeism	Absenteeism percentage Westerlo	≤ 7,5%

**II PLANET****DAF Trucks NV**

Emission	Reduction Green House Gases: see website PACCAR: <a href="http://www.paccar.com/about-us/environmental-leadership/">http://www.paccar.com/about-us/environmental-leadership/</a>	
Waste	Compliance with internal objective for waste to landfill (Eindhoven/Westerlo):	0%
Energy	Reduction of energy consumption Eindhoven: see website MJA: <a href="http://www.rvo.nl/subsidies-regelingen/meerjarenafspraken-energie-efficiency">http://www.rvo.nl/subsidies-regelingen/meerjarenafspraken-energie-efficiency</a>	
Energy	Reduction of energy consumption Westerlo: see website EBO: <a href="http://www.ebo-vlaanderen.be/Pages/default.aspx">http://www.ebo-vlaanderen.be/Pages/default.aspx</a>	
Recycling	Recyclability of DAF vehicles	≥90%
Emission	Reduction of CO <sub>2</sub> emission of DAF vehicles: see website ACEA: <a href="http://www.acea.be/publications/article/position-paper-reducing-co2-emissions-from-heavy-duty-vehicles">http://www.acea.be/publications/article/position-paper-reducing-co2-emissions-from-heavy-duty-vehicles</a>	
Communication	Sustainability publication for various internal and external stakeholders	

**Product Development**

Emission	Research of additional technologies such as hybrid-technology and electrical driveline for global reduction of CO <sub>2</sub> and local improvement of air quality	
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**Purchasing**

Certification	Production Goods suppliers with environmental certificate	≥ 85%
Certification	Service suppliers (with environmental impact) with environmental certificate	100%
Performance	Suppliers with C status environmental performance	≤10%

**Production (Eindhoven, Netherlands and Westerlo, Belgium)**

Emission VOC	Compliance to EC Directive 96/61/EC IPPC (Eindhoven)	≤ 70 gr/m <sup>2</sup>
Emission VOC	Compliance to EC Directive 99/13/EC VOC (Westerlo)	≤ 55 gr/m <sup>2</sup>
Waste	Compliance to internal objective for hazardous waste (Eindhoven)	≤ 46.7 kg/truck
Waste	Compliance to internal objective for hazardous waste (Westerlo)	≤ 39.0 kg/cab
Waste	Compliance with internal objective for unsorted regular waste (Eindhoven)	≤ 19.7 kg/truck
Waste	Compliance with internal objective for unsorted regular waste (Westerlo)	≤ 8.4 kg/cab
Waste	Compliance with internal objective for packaging waste (Eindhoven)	≤ 61.1 kg/truck
Waste	Compliance with internal objective for packaging waste (Westerlo)	≤ 11.5 kg/truck
Water	Heavy metals in waste water (Eindhoven)	≤ 4.0 gr/truck
Water	Heavy metals in waste water (Westerlo)	≤ 2.3 gr/cab
Energy	Implementation Certain Measures in Energy Efficiency Plan (LTA3) (Eindhoven)	
Energy	Implementation Certain Measures in Energy Plan (Westerlo)	

**Marketing & Sales**

Certification	ISO 14001 re-certification according ISO 14001-2015 (own dealer Frankfurt)	
Certification	Environmental certification (EU DAF Sales & Service dealers)	100%
Water	Installation of new sewerage system (dealer Prague)	
Energy	Installation of LED lightning in building and on premises (dealer Budapest)	

**After Sales**

Waste	Reduction of volume of parts packaging waste	1.6 %
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**III PROFIT**

For financial figures: see [www.paccar.com](http://www.paccar.com)