



CASE STUDY - NESTLÉ



SCALING GLOBAL SH&E ANALYSIS AND REPORTING WITH ACCURACY AND FLEXIBILITY



The largest food company in the world by revenue, Nestlé is committed to setting and meeting the highest standards for environmental sustainability and health and safety. Amongst its successes, it leads its categories in the FTSE4Good Index and Dow Jones Sustainability Index as well as achieving

a maximum score in the CDP Climate Disclosure Leadership Index and the Climate Performance Leadership Index.

To help monitor and report on these non-financial indicators, Nestlé is using the cr360 solution from UL EHS Sustainability to track safety, health and environmental (SH&E) data across its global operations, which employ over 333,000 people. In particular, the company is scaling its data management activities to gain further insight into

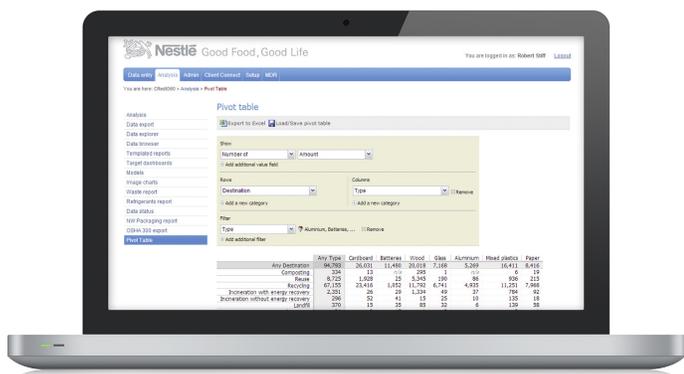
“It’s our view that everyone in our business should take responsibility for our ambitious goals for achieving a safe, sustainable future. Using the cr360 system, our employees can monitor vital SH&E data and do their part to reach our SH&E goals. Importantly, the solution gives us the flexibility to scale our data management activities to new heights.”

Philippe Le Gall,
Sustainability Systems and Reporting Manager, Nestlé

important areas such as driver safety and safety and health leading indicators, as it adopts an increasingly proactive stance on preventing incidents. Meanwhile, cr360, a UL company is optimizing the analysis and reporting capabilities within the system to help Nestlé take its safety, health and environmental performance management to the next level.

THE CHALLENGE

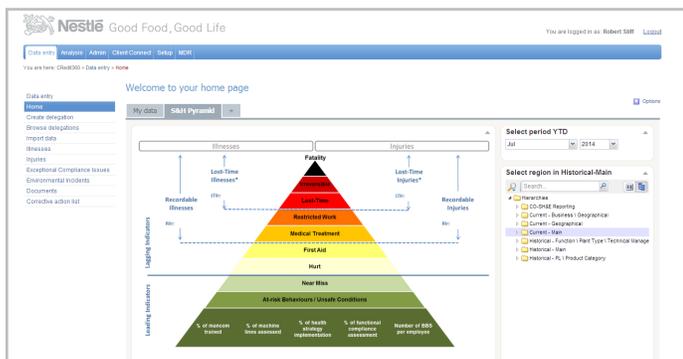
Nestlé had previously used an in-house system to manage SH&E data. When introducing any major change or new project, the company’s SH&E team had to direct its enquiries to the original system developer. The team was keen to find a unified solution that would give them greater flexibility and control over their non-financial reporting, and



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ultimately enable them to make progress on fulfilling the company's ambitious sustainability goals around environmental sustainability, energy and water use, emissions and employee safety and health.

THE SOLUTION

The cr360 team configured and deployed the system, including migrating five years of Nestlé's SH&E data – across hundreds of KPIs at the facility level – in just six months. Nestlé began using the cr360 solution exclusively to report on its SH&E performance in early 2013.

Now, the system allows users at 1,400 facilities in 100 countries to log safety and health incidents, review incident data and report to country-specific standards, including OSHA. This is part of the company's commitment to certify all its safety and health management systems to the OHSAS 18001 standard and its environmental management systems to ISO 14001:2004. More than 2,000 employees in almost 500 manufacturing facilities use the system to capture energy, waste and water indicators on a monthly basis, in line with rigorous annual targets.

The company shares its SH&E results via its Creating Shared Value website and via sustainability ratings and questionnaires such as the CDP and DJSI.

RESULTS

The flexibility and scalability of the system have enabled Nestlé to build new reporting modules independently, without needing cr360's support. For example, the company is now using the system to capture data relating to how safely employees are driving (particularly those working in its logistics and sales operations), and to preventive

measures tackling safety and health risks before they materialise into incidents (leading indicators).

Nestlé is also expanding the scope of its environmental reporting throughout its operations, and is building functionalities to facilitate the planning and tracking of future environmental objectives and roadmaps.

By building a comprehensive tool combining both past performance measurement and forward-looking capabilities using the cr360 system, Nestlé will deliver a cutting edge solution to drive SH&E performance improvement in the long-term.

From a data analysis perspective, cr360 is increasingly working with Nestlé to create dashboards and ready-to-use templates that will make reporting more straightforward and ultimately more efficient. This allows users to gain a better view of performance at a local level in a few clicks and make more informed decisions.

KEY BENEFITS

- Using the cr360 solution is helping Nestlé to capture the fundamental SH&E data it needs to meet annual targets with increased accuracy.
- Building on the existing infrastructure in the system to develop new reporting modules delivers the flexibility required to explore new areas and helps Nestlé to achieve economies of scale.
- The increasingly sophisticated analytics and reporting capabilities offered by the system are helping Nestlé to meet the needs of users and ensure efficiency in data collection and management.
- Using the system, the company is increasing the scope of reporting throughout its value chain.

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