

## **Sustainability Management – Quality, Environment, Health & Safety and Corporate Responsibility**

This data sheet contains information we believe will provide you with the relevant information on how we steer sustainability as well as meeting the requirements of your procurement and quality systems. If you need any further information then please contact the people detailed below.

Technical Literature about our products and services including the Fastening Technology Manual, Technical Data sheets and COSHH data sheets are also available on our website [www.hilti.ie](http://www.hilti.ie)

For Customer Services or Sales Enquiries contact 1850 287 387 or [iesales@hilti.com](mailto:iesales@hilti.com)

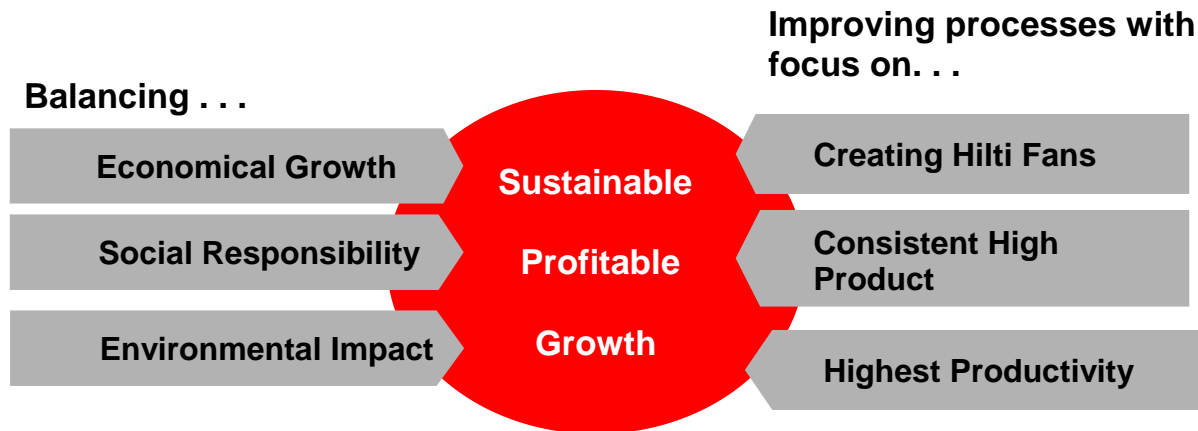
**Head  
Office**

Hilti (Fastening Systems) Limited  
Unit C4 North City Business Park  
Dublin | 11

**T** 1850 287 387 | **F** 1800 654 00  
**www.hilti.ie**

Company Registration 22497

## Sustainability Policy



**...in our core business practices**

### Scope

The Sustainability Policy covers all elements of the Sales and Marketing Organisation for GB and Ireland, including the GB and Ireland Head Offices, Hilti Centres, Repair Centres, Distribution Centres and field based teams. The policy is endorsed by the senior management team.

### Purpose

We take seriously our responsibility to our stakeholders and this is embedded in our mission statement which aims to “passionately create enthusiastic customers and build a better future”. Our Hilti employees follow the Mission Statement in their everyday work. It provides them with a foundation for effective collaboration, personal development and success.

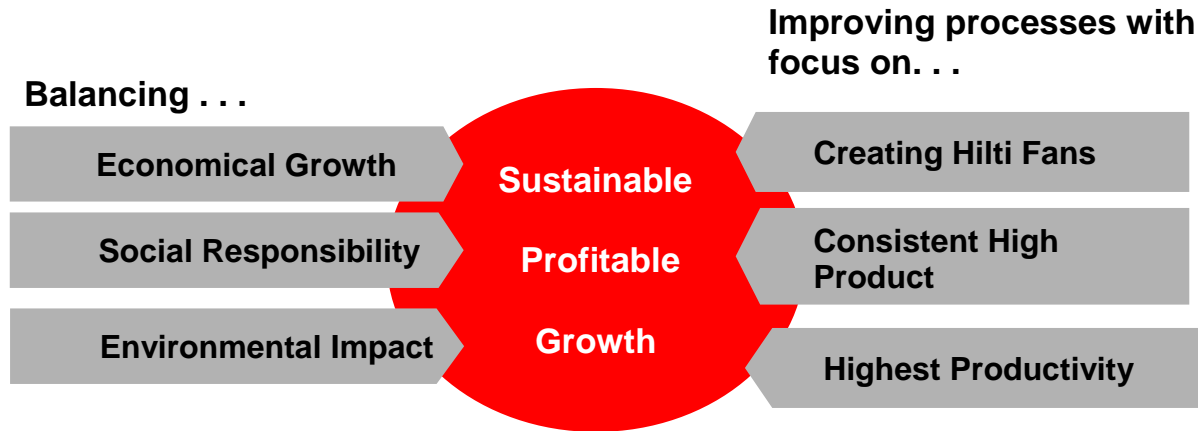
### As a company we make a commitment to have a:

- Responsibility to our employees by creating a “Great Place to Work”, investing in our people and corporate culture, training and the health, safety and well-being of all our employees.
- Responsibility to Society by sharing our economic success with others in implementing corporate responsibility initiatives that helps us deliver on our commitment to “build a better future”.
- Responsibility to the Environment through our certification to ISO14001 and continued improvements to our environmental impacts.
- Zero tolerance of corruption through provision, training and monitoring of appropriate Codes of Conducts for both employees and suppliers.



<b>Company Status:</b>	Private Limited
<b>Date Established:</b>	30 <sup>th</sup> March 1965
<b>Company Registration Number:</b>	22497
<b>VAT Reg/UTR No:</b>	9Q45531A
<b>Employers Liability</b>	€25,000,000 any one occurrence. Zurich Policy No CLP 1765718 Expires March 31 <sup>ST</sup> 2017
<b>Product Liability</b>	€1,600,000 any one event
<b>Public Liability</b>	€1,600,000 any one event  Zurich Policy No 5900213 Expires 31 <sup>st</sup> March 2017
<b>Professional Indemnity</b>	€1,600,000 any one event Zurich Policy No 5900213 Expires 31 <sup>st</sup> March 2017
<b>Bank Details</b>	Citibank, 1 North Wall Quay, Dublin 1
<b>Account Name</b>	Hilti (Fastening Systems) Limited
<b>Sort Code</b>	99-00-51
<b>Account Number</b>	13099006
<b>IBAN</b>	IE35 CITI 9900 5113 0990 06
<b>Swift Code</b>	CITI IE 2X

## Quality Policy - Statement of Purpose and Scope



**...in our core business practices**

### Scope

The Quality policy covers all elements of the Sales and Marketing Organisation for GB and Ireland, including the GB and Ireland Head Offices, Hilti Centres, Repair Centres, Distribution Centres and field based teams. The policy will be implemented and maintained in accordance with ISO9001, assessed and certified by an external partner and with compliance and continuous improvement driven through regular business process audits.

### Purpose

Quality is fulfilling the customer's needs which we achieve through the systematic implementation of our Global Process Management System and through:

- Customer focus, identifying customer needs, develop and marketing innovative value-adding solutions that enhance customer productivity, safety, comfort and convenience.
- Engagement by actively contributing to customer satisfaction, integrating suppliers and external partners and doing it right first time.
- Process orientation and striving for process, data and system support to assure productivity and consistency and providing high quality products and services based on well established, controlled and documented processes.
- Continued Improvement of all our processes to create enthusiastic customers and increase productivity.

### Quality Management Approvals

<b>ISO 9001:</b>	2015 Quality Management System
Certified by:	The Swiss Association for Quality and Management Systems.
Registration No:	39799 Issue 01.07.2016 Valid until 30th June 2019
Scope No:	18, Machinery and Equipment.



# Certificate

SQS herewith certifies that the company named below has a management system which meets the requirements of the standards specified below.



**Hilti (Fastening Systems) Ltd.**  
**Dublin 11**  
**Ireland**

Scope of certification

**Whole company**

Field of activity

**Market Organisation**

Normative basis

**ISO 9001:2015**  
**ISO 14001:2015**

**Quality Management System**  
**Environmental Management System**

Scope(s) 1B

Validity 01.07.2016 – 30.06.2019  
Issue 01.07.2016

Reg. no. 39799

  
X. Edelmann, President SQS

  
R. Clauser, CEO SQS

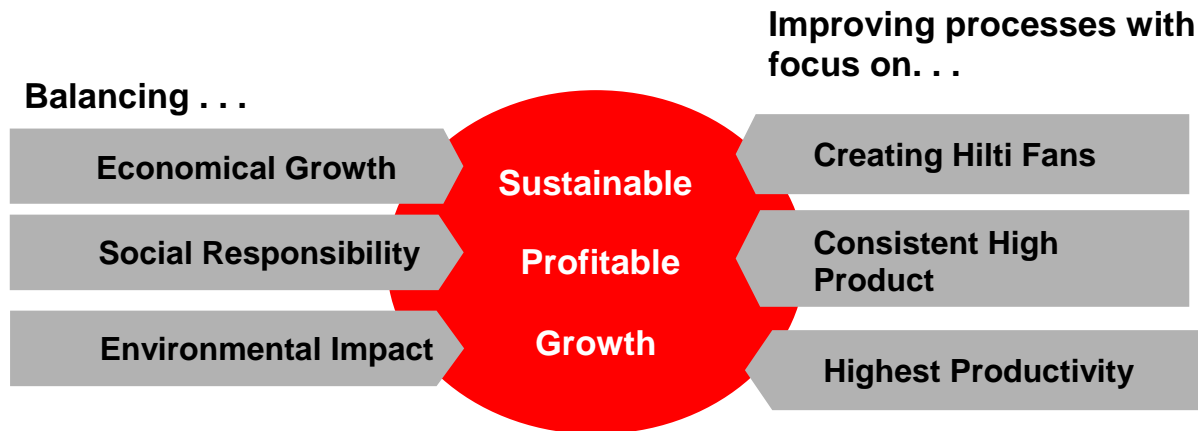


Swiss Association for Quality and  
Management Systems SQS  
Bemstrasse 103, 3052 Zollikofen, Switzerland



## Environmental Information

**Environmental Policy - Statement of Purpose and Scope**



**...in our core business practices**

## **Scope**

As part of our Sustainability Management systems our Environmental Controlling process will cover all elements of the Sales and Marketing Organisation for GB and Ireland, including the GB and Ireland Head Offices, Hilti Centres, Repair Centres, Distribution Centres and field based teams. The process will be implemented and maintained in accordance with ISO14001 through SQS as part of the Corporate Master Certificate.

## **Purpose**

We take seriously our responsibility for protecting the environment and growing our business in a way that allows future generations to do the same. In achieving these aims the company will:

- Be a responsible corporate citizen and accept our responsibility to minimise the impact of our business activities on the environment.
- Take measures above and beyond the legislative requirements and empower our employees to execute self-responsibility in making this a better world by integrating environmental stewardship into their daily activities.
- Provide on-going training and information to our employees on environmental awareness.
- Define long and short term goals for our organisation.
- See the importance of giving something back to the local community through partnering and supporting local community educational initiatives.
- Continually monitor our performance and seek to improve our performance in this area.

## Environmental Approvals

### **ISO 14001:2015 Environmental Management System**

Certified by: The Swiss Association for Quality and Management Systems.  
Registration No: 39799 Valid until 30th June 2019  
Scope No: 18, Whole Organisation

### **Commitment to Waste Management**

#### **WEEE Responsibility**

Hilti (Fastening Systems) Limited is registered with the WEEE Register Society and meets its obligations for reporting, recovery and recycling of electrical tools through this. All Hilti tools (and batteries) can be returned to Hilti at no cost to the customer for recycling or sound environmental disposal.

The WEEE Registration Number is 00068WB

#### **Producer Packaging Responsibility**

Hilti (Fastening Systems) Limited is registered with the Repak Compliance Scheme and meets its obligations to finance the recycling of packaging through this and is fully compliant with Producer Responsibility Obligations (Packaging Waste) Regulations 2007. Our Repak membership number is 5389

#### **REACH (Registration, Evaluation and Authorization of Chemicals) Compliance**

All Hilti chemical products comply with current relevant national and international regulations. To deliver sustainable health and safety benefits and give customers more transparency and information about the use of Hilti chemical products Hilti supports the principle of a more effective regulatory regime for chemicals.

#### **Anti-corruption**

Hilti (Fastening Systems) Limited has compliance standards that apply to all Hilti employees, suppliers and partners worldwide.

The obligation to observe legal and ethical rules, particularly those for anti-corruption, fair competition and data privacy, is integrated in the company's Code of Conduct. Hilti has a strict zero-tolerance policy for bribery and corruption in all of its business activities worldwide. Hilti's participation in the UN Global Compact and in the Partnering against Corruption Initiative demonstrates its determination to counter corruption and to support and maintain social and ecological standards.



## Health & Safety Information

The Hilti (Fastening Systems) Ltd policy on Health and Safety at Work provides comprehensive and detailed information concerning Health and Safety in all areas in respect of the company's activities. The policy provided specific instructions to key personnel within the company as well as more general guidance to all employees. Samples of Risk Assessments and Safe Working Procedures are below.



### Task Specific Risk Assessment

<p><b>Premises:</b>     <b>Various</b></p> <p><b>Location:</b>     <b>Various</b></p> <p><b>Activity:</b> The demonstration of Hilti products is carried out on a regular basis by all Hilti Account Managers, Regional Managers and Engineers. In addition tools are demonstrated by the HCR at the Hilti Trade Centre. All customer facing employees attend a 3 week residential course on Hilti products. This is supported by on-line training, coaching from their RM and further product launches and training. Competency levels on the safe use of tools are managed by the RM and any training needs are assessed on regular field accompaniment and during PMP reviews. The following risks have been identified as being likely to arise. For each hazard identified below the area of concern and hazard is described. The existing control measures we have in place are detailed. The employee must also ensure that additional measures are put in place to further reduce the risk.</p> <p>The employee must also check the location for additional risks and put in place any additional control measures needed.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e0f7fa;"><b>Assessment Reference N<sup>o</sup></b></td> <td style="text-align: center;"><b>AM     002</b></td> </tr> <tr> <td>Assessed by:</td> <td style="text-align: center;">Berni Grant (Hilti)</td> </tr> <tr> <td>Endorsed by:</td> <td style="text-align: center;">SM&amp;M (Victoria Waddle)</td> </tr> <tr> <td>Original Assessment Date:</td> <td style="text-align: center;"><b>17.06.07</b></td> </tr> <tr> <td>Latest Review Date:</td> <td style="text-align: center;"><b>05.02.2014</b></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Pre/Post Control Risk Rating</th> <th style="width: 50%;">Persons at Risk</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d4edda;"><b>L</b> = Low</td> <td>E = Employees    V = Visitors</td> </tr> <tr> <td style="background-color: #fff3cd;"><b>M</b> = Medium</td> <td>T = Tenants      P = Public</td> </tr> <tr> <td style="background-color: #f8d7da;"><b>H</b> = High</td> <td>C = Contractors</td> </tr> </tbody> </table>	<b>Assessment Reference N<sup>o</sup></b>	<b>AM     002</b>	Assessed by:	Berni Grant (Hilti)	Endorsed by:	SM&M (Victoria Waddle)	Original Assessment Date:	<b>17.06.07</b>	Latest Review Date:	<b>05.02.2014</b>	Pre/Post Control Risk Rating	Persons at Risk	<b>L</b> = Low	E = Employees    V = Visitors	<b>M</b> = Medium	T = Tenants      P = Public	<b>H</b> = High	C = Contractors
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HAZARD IDENTIFICATION												Key: ☒ = Potential for hazard to be present					
1	Slips, trips & falls	X	9	Storage	X	17	DSE		25	Chemicals		33	Body fluids		41	Contractors	
2	Heating		10	Edge Protection		18	Noise	X	26	Dust	X	34	Working at height	X	42	Workload	
3	Lighting		11	Traffic Routes		19	Vibration		27	Flammables		35	Confined spaces		43	Stress	
4	Ventilation		12	Lifting equipment		20	Pressure vessels		28	Fumes		36	Outdoors	X	44	Other (list below)	
5	Obstructions		13	Workplace Transport		21	Radiation		29	Pesticides		37	Hot works		45	Racking	
6	Fire		14	Machinery		22	Manual handling	X	30	Asbestos	X	38	Lone working		46	Vehicle Collisions	
7	Servicos		15	Hand tools		23	Repetitive strain		31	Legionella		39	Violence		47	Displacement of Tool	X
8	Working Space	X	16	Electrical equipment		24	Electricity		32	Biological		40	Driving		48		



### Safe Working Procedures

Hilti Premises: Hilti and Customer Location	SWP Ref No	AM02
Task/Activity/Situation: Demonstration of Hilti Tools and Products to a Customer.	Issue Ref N <sup>o</sup>	6
	Creation Date	13.07.2012
	Review Date:	13.07.2013
Location: Various	Created by:	B Grant
Group (s) at Risk: Hilti Employees and customer.	Endorsed by:	B Shorroock (SM&MS)

Minimum Protective Equipment Requirements							
Safety Glasses	High Viz Vest	Safety Footwear	Gloves	Mask	Safety Goggles	Safety Helmet	Ear Protection
				FFP3			
Always	Always – Rail/Civil may require specific vests	Always	Always – Use appropriate gloves for chemical products.	Drilling Cutting Dry Brushing	DX and GX Cutting and Grinding	Always	Drilling, Cutting, DX

#### 1 Significant Hazards/Risks

##### Hazards:

- Trips/Falls
- Services
- Electrical Equipment
- Displacement of Equipment
- Dust and /or slurry

All items identified as a hazard on the risk assessment

##### Risks:

- Trip hazards - Falling over cables/hoses
- Drilling into electrical cables and other services
- Body parts trapped in moving parts/drill bit snagging
- Cuts/abrasions to hand from for example channel, rod or metal.
- Fall from heights
- Tools and/or consumables fall and cause injury
- Dust and debris in face or eyes
- Work related hearing loss
- Industrial dermatitis and skin damage from exposure to cementitious dusts