



Achieve sustainable services and overcome labor shortages

Jost Bendel, Global Head Existing Installations at Schindler



ISLA Conference

Achieve sustainable services and overcome labor shortages

Jost Bendel
Global Head Existing Installations
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Schindler

We Elevate... Urban Mobility

The perfect solution for every building:
from residential to commercial,
from low- to high-rise, from basic
to sophisticated, worldwide.

Elevators

Escalators

Moving walks



148
Years experience



1,000+
Branch offices



69,000+
Employees



100+
Countries



Where we stand in regards of sustainability at Schindler

Yearly CO₂e absorption of 1 ha forest
(100m x 100m)

6 t

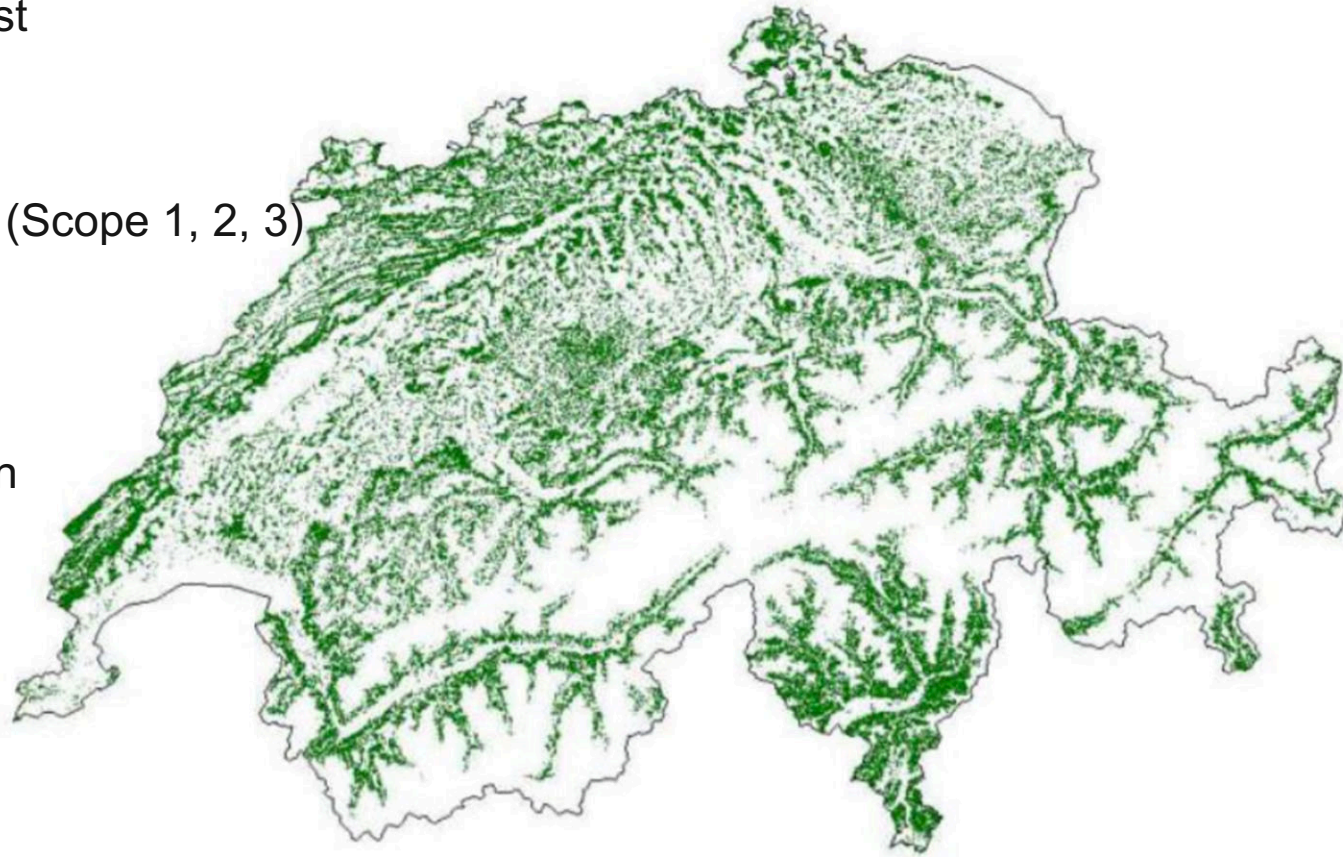
Yearly CO₂e emissions of Schindler (Scope 1, 2, 3)

8.000.000 t

Area of forest required for absorption

1.300.000 ha

= forest area of Switzerland



Schindler commits to CO2e Net-Zero in 2040

- **Sustainability is driving access to capital, access to qualified employees, ability to do business in megacities**
- Built environment is the most critical sector for climate action
 - **80% of all buildings in 2050 already exist today and >1% of them complies** with the emission limits set by the Paris Agreement
 - Buildings are responsible for about **40% of the world's CO2 emissions**
 - Net zero energy buildings will become the norm in leading cities
- **Schindler commits to net zero in 2040** and 2030 -50% scope 1+2 / -42% scope 3



**CO2e emission of
Schindler (Scope 1 / 2)**

Sustainability Levers (selection):

- Leverage digital tools to scale up adaptive servicing and reduce the need for site visits
- Adapt crowd knowledge and digital expert systems

Technical Operation Center

Morristown, US

- Technical Operation Centers (TOC) supervise connected elevators & escalators worldwide
- Remote monitoring systems watch connected elevators & escalators 24/7 which enables TOC to immediately react to anomalies
- TOC translates connectivity into **concrete tools** and actions to improve product performance



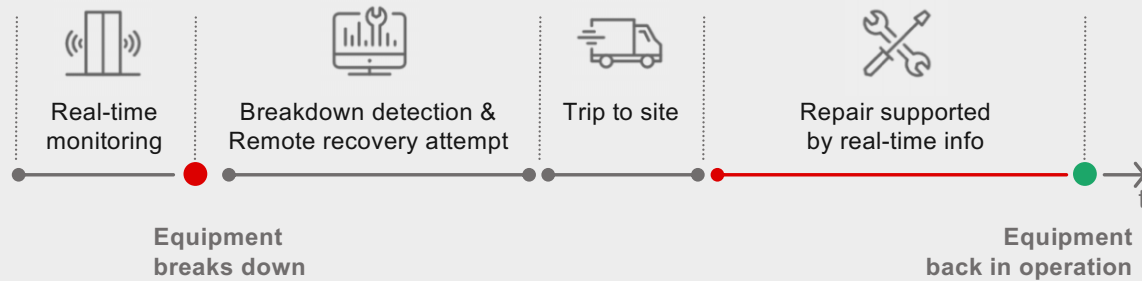


TECHNICAL
OPERATIONS
CENTER



Schindler

Digitalization shows proven benefits for customer and planet



+20% Availability

(Mean Time between Call-Backs)

-64 tons CO2 reduction

(with Remote Inspection Visits)

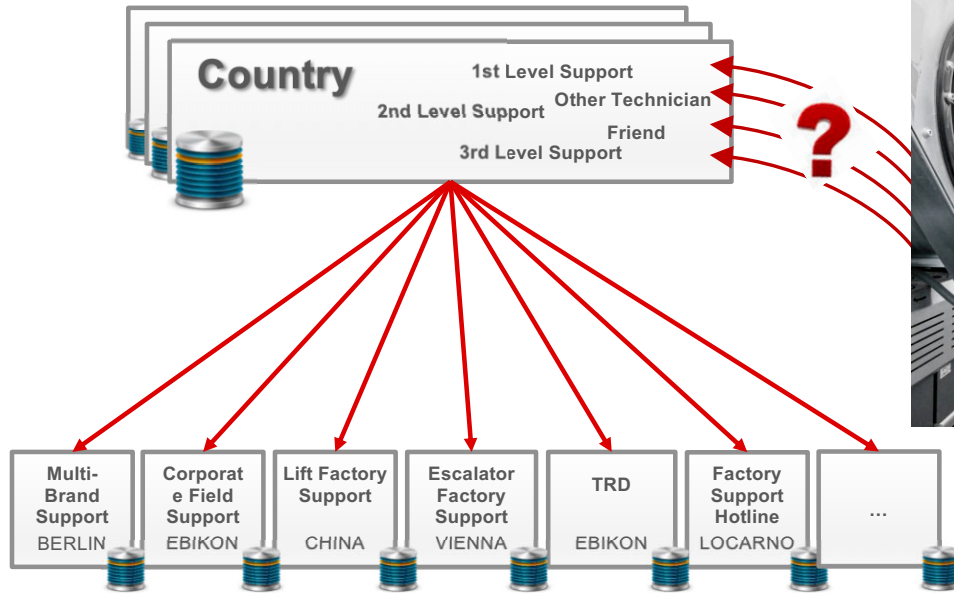
96% managed by



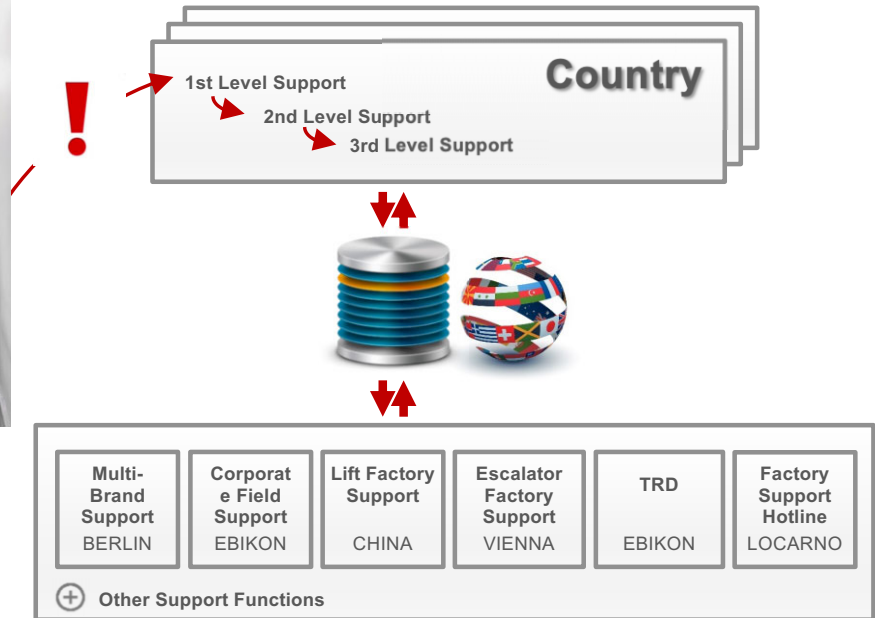
**TECHNICAL
OPERATIONS
CENTER**

Transform from individual knowledge to CrowdKnowledge

Today



Tomorrow

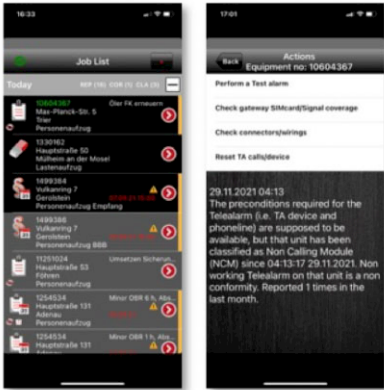


- ✓ **Single Point of Entry** for all technical requests coming from the Field
- ✓ Fully integrated **Escalation Workflow** from Field Technician to KG support levels to Group support functions
- ✓ One Global **Multi-Lingual Database** for all existing Problems & Solutions, linked to Expert Network Communities

Knowledge management is fully integrated

Support during call-back handling

Frontloading – sharing symptoms with Service Technician



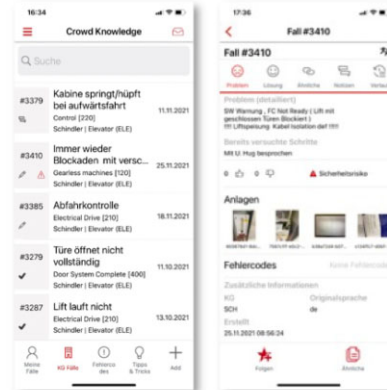
- Symptoms on FieldLink based on >5000 expert rules
- Symptom helpfulness rate from service technician: >90% positive

Onsite – Fault-finding support



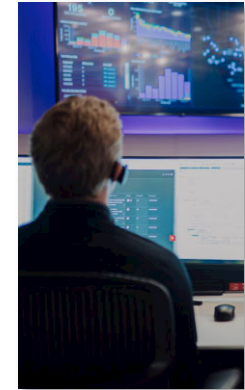
- Digital tool to support Service Technicians
- All technical documentation is available on the phone (paper-free)

Escalation – Support and 4-eyes concept



- Crowd Knowledge to escalate cases and share solved cases with AI translation globally
- 4-eyes principle included in escalation

Closed loop – increase global knowledge database



- Global TOC with analytics of feedback, asked questions / answers and update symptoms, technical documents, training

Schindler combines Technology and People in one Service Platform driving sustainability and reaching net-zero in 2040

- Reaching net-zero in 2040 and overcoming labor shortages can be mastered by leveraging the Schindler **Service Platform integrating technology and people**
- **Sustainability must be closely linked to efficiency** and offers the opportunity to fundamentally change how services are provided
- **Global multi-lingual tools** help Schindler **leverage its expertise globally** and improve quality in the field

