



Every Heineken employee deserves to work in a safe and healthy environment. In this respect, much has been achieved over the past few years. Yet we should not be discouraged by what we still have to do but rather see that as an urgent challenge.

Henk Rijckborst  
Heineken Health Affairs Director

# Safety

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The information included in this section has been compiled using occupational safety reports returned by our production units, including breweries, maltings and soft drink plants. The data presented here cover all the operations where we hold more than 50 percent of the shares or where we have technical control. Production units that did not report are Netanya (Tempo Beer Industries, Israel), Nassau (Commonwealth Brewery, Bahamas), Bad Brambach, Donaueschingen, Karlsruhe, Chemnitz, Kulmbach, Plauen, Munich and Rosenheim (Brau Holding International, Germany).

Performance data regarding accident severity are not reliable yet. The data included on page 15 are our best estimate based on the available reporting systems. This also applies to the environmental complaints data.

The reported data on safety related incidents have not been subject to external assurance procedures at local level and therefore these data are not necessarily accurate.

More information about the basis of our reporting parameters can be found in Appendix 2.

Heineken deeply regrets the three fatal accidents that occurred in 2006 involving Heineken employees, all of which were related to road traffic incidents. In addition, one contractor employee was killed when he fell during construction activities in one of our breweries in Bulgaria. Two other contractor employees were killed in road accidents in France and Indonesia.

In 2006 three employee disabilities were reported. These disabilities resulted from accidents at work, which happened in Mons, France, in Seville, Spain and in Port Moresby, Papua Guinea.

Whenever and wherever work-related accidents occur, we initiate comprehensive reviews to establish the details of the incident and to establish whether we need to amend our procedures as a result of those reviews.

## Safety in production

We aim to achieve continuous reductions in our accident frequency rate. This is our key safety parameter and consequently forms part of the Heineken World Class Manufacturing Programme.

Our accident frequency rate decreased from 3.2 accidents per 100 Full Time Equivalent (FTEs) in 2004 to 2.7 in 2006. The majority of accidents (around 57 percent) still occur in bottling departments, where most of our production staff