

# Communication on Progress 2019

## on the ten principles of the UN Global Compact

### Brief Summary

Apleona GmbH became a signatory to the UN Global Compact (UNGC) on 11 September 2017 and hereby publishes its second progress report at the level “CG Active” on 1 September 2020. To synchronize with our status report on sustainability, we publish the Communication on Progress on June 15 of the following year. Due to the complications of the Covid 19 pandemic, the publication date has been postponed from June 15, 2020 to September 11, 2020 latest.

The progress report provides an overview of the current status of the group’s activities and goals with respect to the ten universal principles of the UNGC as well as the selected sustainable development goals (SDG) of the UNGC.

This progress report is part of overall reporting on important issues relating to sustainability (economy, ecology, social welfare). Apleona published its sustainability goals and activities in its corporate principles for social responsibility (effective: February 2018) as well as in the status report on sustainability (effective: September 2020). Both of these documents are available for download on the Apleona website.

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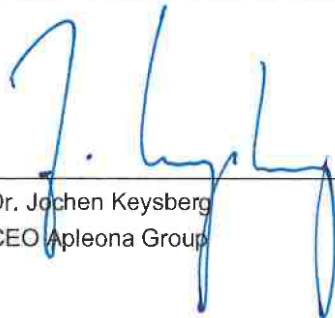
## Statement by Corporate Management

During the second year of our active involvement with the United Nations Global Compact (UNGC) we have focused intensively and in detail on the 10 principles of the UNGC and incorporated them in corporate-wide structures for discharging our social responsibilities (see annex to this document).

We are certain that our company can only enjoy success over the long term by taking into account legal requirements and ethical concerns so as to bring economic, ecological and social-cultural considerations into balance. In exercising our social responsibility we are guided by the three pillars of sustainability (economy, ecology, social welfare).

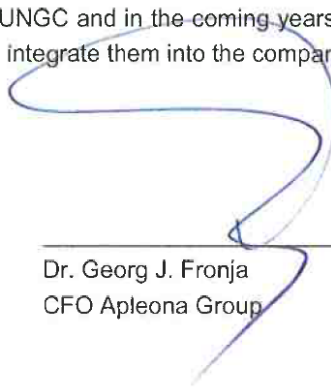
We intend to support and actively practice the 10 principles of the UNGC within our sphere of influence. This progress report for 2019 describes our specific strategies and goals as well as the measures we have taken and their results.

Apleona remains fully committed to the UNGC and in the coming years will work continuously and intensively to promote the goals of the compact and to integrate them into the company's day-to-day operations.



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Dr. Jochen Keysberg  
CEO Apleona Group



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Dr. Georg J. Fronja  
CFO Apleona Group

## 1. Introduction

### 1.1 Current Status

With 20,000 employees and annual revenues of roughly 2 billion euros, Apleona is one of Europe's largest providers of real-estate services. Our services help our customers operate properties, plants and production processes legally compliant as well as efficiently as possible in terms of resources and costs. But we also strive to operate our own properties and engage in the mobility associated with assisting our customers on site as efficiently as possible. Our objective in doing so is the continuous reduction in the consumption of resources in order to generate economic, ecological and social benefits for ourselves as well as our customers.

We believe that the company will only be successful over the long term by taking into account legal requirements and ethical concerns so as to bring economic, ecological and social-cultural considerations into balance. In exercising our social responsibility, we are guided by the three pillars of sustainability. The chart below provides an overview of how our value system is structured, the individual aspects of which

- are described in seven core issues of social responsibility in accordance to DIN ISO 26000 together with
- the ten principles of responsible corporate management according to the UN Global Compact

(See Figure 1):

Corporate Social Responsibility (CSR)				
Corporate Sustainability Leadership				
Economic sustainability		Ecological sustainability	Social sustainability	
Corporate Governance	Economy	Ecology	Sociocultural	Corporate Citizenship
Compliance / Anti-corruption measures	Market opportunities (including through sustainability)	Resource / Materials efficiency	Diversity management	Corporate donations
Leadership culture / Corporate ethics	Earnings optimisation / Cost efficiency	Climate protection (Energy management ISO 50001, CO <sub>2</sub> reduction)	Health & safety in the workplace	Corporate sponsoring
Transparency / Reporting	Risk management	Circular economy (reuse, disposal)	Employee orientation / Advanced training	Company foundations
Management systems (ISO 9001)	Value-added chain management	Voluntary certifications (DGNB, BREEM, GEFIA 190, ISO 14001)	Occupational safety / Work-Life-Balance	Charitable commitment
1. Organisation 5. Fair operating and business practices (Compliance) 3. Consumer concerns		4. Environment	2. Human rights 3. Work practices 7. Integration and community development	
10. Corruption prevention		7. 9. Environment and climate	1. 2. Human rights 3. 6. Labour standards	
Strategy 1. Strategic analysis and measures 2. Materiality 3. Goals 4. Depth of value chain	Process management 5. Responsibility 6. Rules and processes 7. Controlling 8. Incentive systems 9. Participation of shareholders 10. Innovation and product management	Compliance 19. Political lobbying 20. Behavior conformable to laws and guidelines	Environmental concerns 11. Use of natural resources 12. Resource management 13. Climate relevant emissions	Labor concerns 14. Labor rights 15. Equal opportunities 16. Qualification
			Human rights 17. Human rights	Society 18. Local community

Fig. 1: Structure of Social Responsibility

Apleona publish an annual status report on sustainability (hereinafter: status report) that describes all the economic, ecological and social aspects relating to our company's activities and includes all business units of our company in the consideration.

APLEONA				
APLEONA HSG Facility Management		APLEONA Real Estate Management		APLEONA Wolfferts Gebäudetechnik
APLEONA R&M Ausbau				
Real Estate & Facility Management			Installations	
DACH	International	International Corporate Clients	Gebäudetechnik	Innenausbau

Fig. 2: Structure of Business Units

Through the publication of this status report we aim to offer a transparent accounting of our goals, activities and the current status of significant economic, ecological and social-cultural aspects (hereinafter: sustainability aspects). The status report is available for download on our website and can be downloaded by our stakeholders, including owners, banks, customers, business partners, suppliers, service providers, non-governmental organizations as well as interested professionals at the following link:

- German: <http://www.apleona.com/ueber-apleona/verantwortung/>
- English: <http://www.apleona.com/en/about-apleona/responsibility/>

The goal is to progressively improve reporting through the detailed and standardized collection of data from across the group on significant sustainability aspects. The report is updated annually on June 15 of the following year and is published on our website.

Note: Due to the global corona pandemic since March 2020 and the associated restrictions, publication of the status report has been postponed exceptionally to mid-September 2020.

## 1.2 Organizational structure, Sustainability / CSR

Sustainability, or corporate social responsibility, is an important interdisciplinary issue that directly or indirectly touches on all business units from an economic, ecological and social-cultural perspective. For that reason, issues of “social responsibility” as well as “sustainable and value-based corporate management” are an integral part of our corporate values. They are secured by clear management responsibilities and specific Group guidelines and instructions on key issues and are subject to continuous further development.

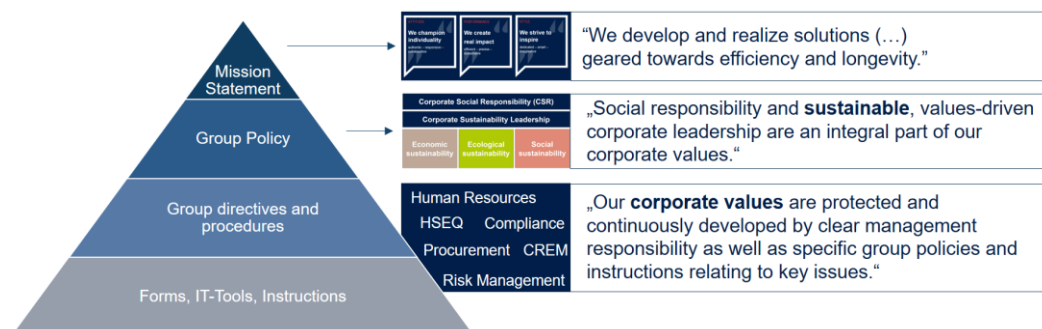


Fig. 3 Structure of Governance Documents relating to Sustainability

Organizationally, the Executive Board, consisting of the Chief Executive Officer (CEO), Chief Financial Officer (CFO) and the two Chief Operational Officers (COO), is responsible for the overarching issue of sustainability. Current operational developments and events and their impacts on significant aspects of sustainability are discussed and evaluated in periodic meetings of this body. If needed, measures are implemented or company procedures are modified in order to achieve defined sustainability goals. Significant sustainability goals are stipulated and documented in specific corporate guidelines and directives of the Corporate Support Functions such as Human Resources, HSEQ, Operational Technical Support, Compliance, Procurement, CREM, Risk Management, etc. Key performance indicators (KPIs) are used in managing and monitoring defined sustainability goals. Key Performance Indicators (KPIs) are used to control and monitor the defined sustainability goals, as long as they can be determined with manageable effort.

The Executive Board receives expert advice from an interdisciplinary working group (“Network Sustainability and CSR”) made up of internal staff. This working group meets at least four times per year. It discusses significant existing and newly identified sustainability issues. Where needed, these issues are put forward to the Executive Board, together with specific measures and KPIs, for the purpose of management and monitoring. The internal network consists of employees from various departments and specialized fields as well as sustainability experts. The heads of the respective business units respectively the local management are responsible for the implementation of sustainability goals.

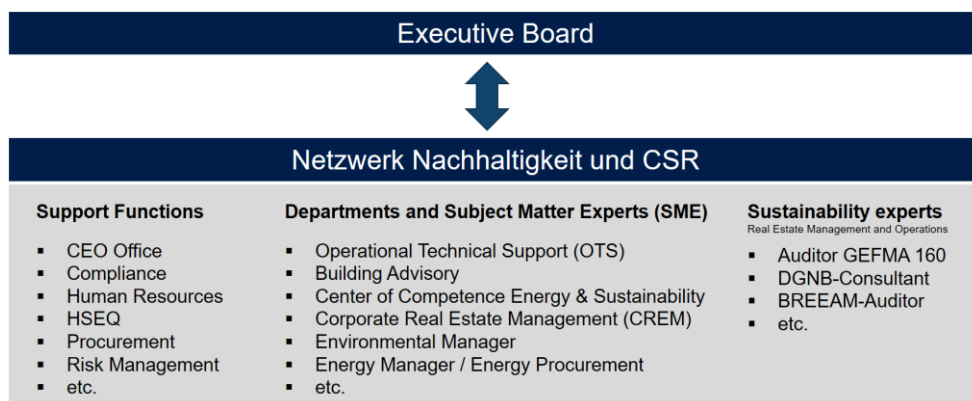


Fig. 4 Organizational Approach to Sustainability Aspects

## 1.3 Reporting Standard

The following standards have been established for sustainability reporting:

- German Sustainability Code (Deutscher Nachhaltigkeitskodex, DNK)
- GRI Global Reporting Initiative
- SASB Sustainability Accounting Standards Board.

Apleona will incorporate several aspects of these reporting standards in its initial status report, it will not however fully implement any of these standards in their entirety. The Executive Board will make a decision regarding the selection of future obligatory reporting standards at a later date.

Apleona's reporting is based on the systematics of the seven core topics of social responsibility according to DIN ISO 26000 (guidelines for the social responsibility of organizations) as well as the ten universal principles of responsible corporate management according to the UN Global Compact.

Apleona focuses on the most important sustainability aspects identified in its materiality analysis (see chapter 1.4 below) and will gradually increase, expand or improve the number and detail depth of the necessary sustainability data as needed.

## 1.4 Materiality Analysis

Materiality analysis serves to identify significant sustainability aspects that are affected by Apleona's business activities.

The basis for the materiality analysis is a holistic view of the most important business processes and resources required to provide our services. The following overview also shows the interrelationships of our company with our suppliers, external service providers and subcontractors who supply or make available goods or provide or execute services on our behalf.

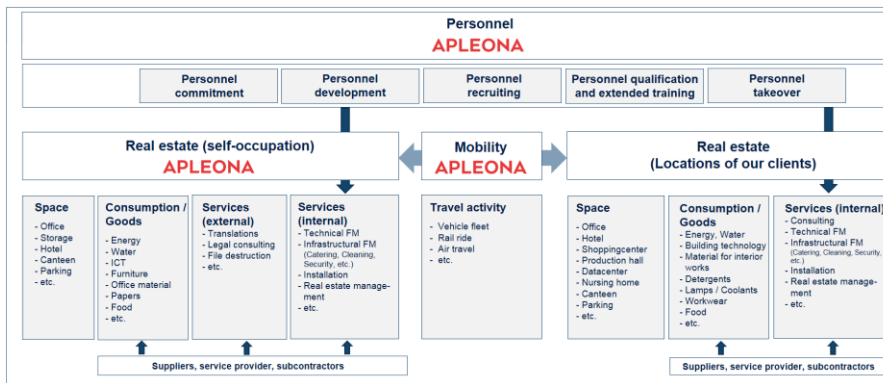


Fig. 5: Overview of Business Activities and their Impacts on Sustainability

The execution of our business processes as well as the use of the resources required for these processes have direct and indirect effects on the three pillars of sustainability to varying degrees. The materiality analysis structures and prioritizes these effects and assigns them to thematically overarching sustainability aspects. This helps us to keep the overview and to work on the most important topics for the improvement of sustainability. The materiality analysis takes particular account of those business processes and resources,

- that are affected by our own actions,
- that have the greatest impact on sustainability and
- that present the greatest risk potential for the future.

To prioritize the identified sustainability aspects, they were arranged in a matrix. On the x-axis we assessed the impact of the respective sustainability aspect on business activities and on the y-axis we evaluated the presumed relevance for our stakeholder groups. A validation of the individual aspects identified by us and their relevance for our stakeholder groups is to take place in the second half of 2020 within the framework of a stakeholder survey in order to supplement any aspects that we may have overlooked or to rearrange priorities.



Fig. 7: Materiality Matrix, Apleona Group (own appraisal)

For a better overview, we have also prepared the above-mentioned results of the materiality analysis in an alternative graphic form. Here, the identified sustainability aspects are assigned to the three pillars of sustainability and prioritized.





Fig. 7: Materiality Analysis, Apleona Group (own appraisal)

The 22 sustainability aspects identified by us are presented in detail in the following chapters 2-4 (economic, ecological and socio-cultural aspects).

Note: The two graphs in Figs. 6 and 7 are shown again separately on separate pages in the Appendix for better legibility and further use.

## 1.5 Sustainable Development Goals (SDG) des UN Global Compact

Since 11.09.2017, Apleona has been a member of the United Nations Global Compact (UNGC) initiative. Within the framework of this membership, we support the 10 universal principles of the UNGC in the four main groups of anti-corruption, human rights, working conditions and environmental protection.

In addition, we support the following two goals from the catalog of a total of 17 Sustainable Development Goals (SDG), as we have a particularly high level of expertise in these areas:

- Goal 3: Good Health and Wellbeing
- Goal 13: Climate Action



Fig. 8: 17 Sustainable Development Goals of the UN Global Compact

The specific measures we are taking with regard to these two goals are described in the relevant chapters 4 (Social-cultural Aspects) and 3 (Ecological Aspects). We publish a separate Sustainability Status Report at the same time and with the same content as our progress report (COP Communication on Progress) on June 15 of the following year on the United Nations website under the following link:

<https://www.unglobalcompact.org/what-is-gc/participants/120401-Apleona-GmbH>



Note: Due to the global corona pandemic since March 2020 and the resulting restrictions, the publication of the two above-mentioned reports was exceptionally postponed to mid-September 2020.

## 2. Economic Aspects

### 2.1 Professionals Retention/ Operational Excellence / Further Training

Given our ambitious growth strategy, effective recruitment of staff is an essential factor in securing the company's future success. In parallel with that, seeing that we retain our existing teams is essential to being able to continue drawing on their years of experience.

As a real estate services provider, we depend on having a well-trained, experienced and customer-focused staff who are able to ensure the success of our company through their expertise and commitment. Each and every employee we lose through self-termination must therefore be prevented, because the departure of quality employees and the search for an equivalent replacement has a negative economic impact for Apleona. We therefore concentrate on seeing that all employees are provided with a physical and cultural environment in which they feel well and where they can develop their individual strengths.

Customers rightly expect that we will provide services at a level of quality that meets both legal requirements as well as specific customer needs. The foundation for this consists in having well-trained employees, who possess the professional and social skills to provide services where they are needed. Quality control involves, among other things, internal audits, training as well as further training and qualification programs for our employees. Apleona offers a broad range of internal and external education and training aimed at developing professional as well as personal abilities. These programs are constantly being developed in cooperation with our operational units.

Our special Operational Technical Support (OTS) department supports our operational units in order to comply with, take into account and implement current standards and legal requirements when providing our real estate services on site. An essential component of quality assurance is our management systems, which are regularly monitored by various audits. In this way, we ensure that our real estate services always meet the required level of quality in legal, procedural and execution terms. This includes for example

- Preparation of technical-operational work instructions for the legally compliant execution of services
- Participation in management system audits (ISO, HSEQ, Risk Management, etc.)

With 310 trainees in 25 professions, Apleona is an attractive company for apprenticeships in technical, industrial and commercial professions in Germany.

### 2.2 Customer Satisfaction

We support our customers with our comprehensive services to ensure or permanently optimize the profitability and value of their real estate during the operating phase. The common goal is the satisfaction of the building users, whose rental payments, which are in line with the rental agreement and free of disruptions, form the economic basis of the property management. To this end, we work closely with real estate owners or their representatives (e.g. real estate managers, plant and project managers, etc.) as well as other assigned players such as asset, fund, property, facility and center managers. Very often we also provide the above-mentioned services ourselves by direct order of the building owner.

Due to our physical presence on site and the close proximity to the property, the direct access to relevant technical, commercial and user-specific building data as well as the direct contact to the building users, we are able to quickly identify economic, technical, infrastructural, organizational and behavioral weaknesses of the current building operation and to promptly eliminate inefficiencies, resource wastage and limited user comfort or to carry out necessary maintenance, installation or modernization measures.

The satisfaction of our customers is always the focus of our actions. Customer satisfaction is the essential basis for recurring orders and long-term, cooperative, stable business relationships and one of the most important economic components in our people-based business. Therefore we attach great importance to first-class quality of our services as well as the services of our suppliers, service providers and subcontractors, especially in the areas of customer orientation, transparency and compliance, quality of consulting and execution as well as environmental protection, occupational health and safety and health protection. For a lasting customer relationship, it is important to recognize changing customer needs at an early stage in order to provide the required services quickly, reliably, precisely and with the support of modern digital media. This requires detailed knowledge of the customer's essential core and secondary processes and the technical and functional equipment of its real estate, facilities and production plants, as well as intensive communication with the customer. The following measures are therefore part of Apleona's service standard:

- Proximity to customers: Network of decentralized locations for short distances to customers
- Advisory skills: Recommendations for sustainable real estate use / management
- Innovations: Digital solutions to increase comfort for users and owners
- Responsibility: Assumption of the owner's legally prescribed operator obligations
- One-face-to-the-customer: key account structure for supra-regional or worldwide customer support
- Sector cluster: bundling our specific expertise in various industrial sectors
- Start-up: Specialized expert team for temporary support with new mandates
- Transparency: Digital work order management for mobile processing and documentation of real estate services via an app
- Energy purchase: invoice verification and quantity discounts when taking over the energy purchase
- Feedback: customer meetings during or after the completion of a project

The subsequent direct feedback from our customers after the execution of our services is important for us in order to be able to adapt our service quality to the individual, site-specific requirements and wishes of our customers in the best possible way.

## 2.3 Profitable Growth / Economic Performance

Our goal is to continue expanding our position as Europe's market leader in real estate services. The basic precondition for the economic provision of services in the complex environment of the real estate industry is the consistent digitization of the data generated in the course of our business activities and its processing via a completely cloud-based IT infrastructure. This applies to data from our internal processes as well as real estate-related data from our customers.

To increase profitability, we are constantly improving our internal procedures, processes and use of resources. Systematic digitization and automation of our most frequently used internal processes as well as the organization of our knowledge management and internal communication via digital platforms and collaboration tools is a great lever for this.

In order to accelerate this necessary digitization process, we have set up our own central department "Apleona GO" (stands for: Business Process Optimization [German: Geschäftsprozess-Optimierung]), which actively supports and guides the implementation of digital solutions from the idea to the final roll-out and evaluation in the practical phase. The optimization measures are initiated by the operational units, which contribute significantly

their practical experience to the development of the solutions. The following digital solutions have been developed within the last 12 months and implemented as mandatory working tools (selection):

- Area-wide equipping of field staff with iPads
- Digital order processing (Work Order Management) via cloud based app (Apleona WOM)
- Digital, location-independent access to object data (Apleona object map)
- Digital release and approval processes
- Digital resource planning (personnel, material) for reliable order processing
- Digital inventory and quality control (Apleona Quality App [AQuA])

We have presented our digital customer solutions using real estate and user-related data in detail in the separate section 2.8 "Digitization / Innovations / Digital Customer Solutions".

## 2.4 Compliance / Data Protection

Apleona uses a compliance management system (CMS) to ensure that the group, its individual companies, bodies, their constituent members and staff conduct themselves in a manner consistent with rules and ethical norms and that avoids violations of these rules and breaches of our ethical standards. The CMS at Apleona is continually being updated and adjusted to meet changing real-world circumstance, regulatory environments and risks. The compliance rulebook consists of a code of conduct and associated corporate guidelines and directives. The current Apleona CMS was certified by the independent Institut für Corporate Governance in der deutschen Immobilienwirtschaft e.V. following an intensive auditing process conducted in July of 2018 pursuant to the internally recognized IDW PS 980 standard (Principles of Proper Auditing of Compliance Management Systems of the German Institute of Auditors). The certification is available for retrieval by customers, business partners and other interested professionals at the following link:

- German: [http://intranet.apleona.net/fileadmin/res/tools/compliance/Apleona\\_Zertifikat\\_Compliance.pdf](http://intranet.apleona.net/fileadmin/res/tools/compliance/Apleona_Zertifikat_Compliance.pdf)
- English: [http://intranet.apleona.net/fileadmin/res/aktuelles/meldungen/2018/08/G18\\_APLE\\_M026\\_Ur-kunde\\_ICT\\_v01-2.pdf](http://intranet.apleona.net/fileadmin/res/aktuelles/meldungen/2018/08/G18_APLE_M026_Ur-kunde_ICT_v01-2.pdf)

PC-based e-learning programs and in-class sessions provide employees with information and training on compliance rules, proper conduct in combating corruption, competition and anti-trust law, HR compliance as well as the prevention of money laundering. Apleona's HR departments are responsible for administering e-learning programs as well as recording and documenting in-class training sessions.

The administration of e-learning as well as the recording and documentation of classroom training is carried out by Apleona's HR department. In 2019, over 90% of all employees of the defined Apleona companies will have completed a so-called "ABC training" (anti-bribery and anti-corruption training). In 2020, another mandatory training program on our compliance rules will be conducted for all employees (compliance refresher training).

Handling confidential information requires care and good judgement on the part of those persons who receive this information during the course of performing their duties. Personal data of all types must be properly protected against unauthorised access and misuse by unauthorised outsider parties as well as by persons within the company. Our customers also expect that any sensitive information they provide will be treated as confidential and handled with care and in conformity with law. Our corporate guidelines on data protection govern the handling of personal data and are based on statutory provisions promulgated by the German Federal Data Protection Act (Bundesdatenschutzgesetz, BDSG), the EU's General Data Protection Regulation and other data protection requirements. Appropriate training measures serve to make our employees better aware of this issue and help ensure proper conduct in actual practice.

## 2.5 Business Continuity Management

Since the beginning of March 2020, Apleona has had to learn that the worldwide and rapid spread of the coronavirus, including in Europe, means that the availability of personnel, goods and services as well as the mandatory governmental emergency measures in case of a crisis can have a significant impact on its own business activities. For this reason, numerous measures have been implemented at Apleona to enable the continuation of business operations even in crisis situations. The following measures for the protection of the company are presented here only in a brief summary and are summarized in thematic groups for better understanding:

### 2.5.1 Emergency Organization

- Activation of the central task force with daily telephone conference (approx. 15-20 participants)
- Activation of the regional task forces (worldwide approx. 240 defined participants) with weekly telephone conference
- Mandatory use of the defined Outlook e-mail distribution list for emergencies (accessible to all)
- If required: Uniform specification of business continuity plans at various operational levels depending on the risk situation
  - Substitution regulations with level A, B, C
  - Coordination of short resources (personnel, vehicle fleet, work equipment, etc.)
- Crisis-specific additional information by central task force (e.g. HSEQ, Legal, Human Resources, IT, Procurement, Accounting, Risk Management, etc.)

### 2.5.2 Emergency Communication

- - Ensuring communication with all employees
  - Apleona Insights (Intranet; access also possible from private devices)
  - Apleona Box folder (defined link)
  - Central e-mail address for employee questions (defined address)
- - Ensuring communication in the operative units or with their customers
  - Cloud-based infrastructure (Outlook Web, Apleona Box, VPN remote access to network data)
  - Use of mobile devices (iPhone, iPad, laptop)
  - Use of the Microsoft Teams video conferencing system (Apleona standard)

### 2.5.3 Health protection for employees

- Hygiene instructions / personnel protection equipment / safety rules
- Access to disinfectants and/or medication
- Information on the general security situation in public spaces
- Q&A in Apleona Box folder (updated daily by central task force)
- Definition of special permits for special activities (travel, business trips, customer contact, etc.)
- Support of travelling employees abroad by the external service provider "International SOS" ([www.internationalsos.com](http://www.internationalsos.com))

### 2.5.4 Ensuring critical business processes

- Functionality of the IT infrastructure (see separate section 2.7 Information Security)
- Working from home
- Personnel availability / personnel planning / overview of personnel pool
- Mobility (vehicles, fuels, employer certificates, special permits, etc.)
- Purchasing (availability of goods, tools and materials)
- Mail distribution
- Accounting / Reporting

Each operating unit has its own Business Continuity Plan, which will be successively amended and completed in the coming months. This plan will also take into account the practical experience gained from crises that have occurred at other Apleona locations.

## 2.6 Risk Management

Apleona has an internal control system (ICS) that identifies financial and operational risks in a timely manner and, where necessary, implements targeted measures. It assesses the following processes in particular:

- Purchasing processes (purchase to pay)
- Sales processes (order to cash)
- General company processes
- Personnel processes (hire to retire)
- Financial/accounting processes (financial reporting)

The ICS generally assists the company in complying with statutory provisions, managing risks, avoiding fraud and errors and encourages modern business management practices. The Apleona ICS undergoes continual development.

A total of 66 individual risks are currently being monitored, evaluated and supported by concrete measures. Approximately 20 of these risks are classified as particularly relevant and are subject to special management measures. Our implemented management systems and their tools minimize risks both at the company headquarters and in the operative Apleona business units. These include, for example:

- RoXtra: Standardized document management system for corporate guidelines and operational documentation (uniform data structure and defined processes for contract processing)
- Start-up: Specialized implementation teams and processes when receiving new orders
- Management Systems: Continuous improvement and reduction of risks through the integrated ICS and the existing management systems and ISO certifications
- Internal and external audits: Risks are identified in the integrated management system by means of audits and reduced with suitable measures
- Opportunity/risk assessment: Mandatory audit of our corporate processes with support from our central process and document management systems

## 2.7 Information Security

Communication via digital media is indispensable for an efficient and fast flow of information. For this reason, protecting the information and communications technology (ICT) infrastructure is particularly important in order to prevent spying, data theft, sabotage or digital attacks (cyber attacks), for example. In keeping with the high importance of the topic of information security, a Chief Information Security Officer (CISO) is in charge of the organization.

At its locations, Apleona pursues three main measures to ensure a high level of information security in order to make unauthorised access by third parties to internal company information or to our ICT systems considerably more difficult or impossible. In individual cases, individual Apleona sites are certified according to DIN ISO 27001 (information security). The most important measures include:

### 2.7.1 Training of our employees

- Regular training to raise awareness of security standards in the workplace, e-mail traffic and Internet usage.
- Behaviour in telephone contacts with unknown persons and unknown e-mail senders
- Immediate reporting of security risks via a central mailbox (e.g. when spam or phishing emails are received)

## 2.7.2 Building measures at our sites

- Installation of cameras for central access monitoring at main, side and supplier entrances for persons and vehicles
- Installation of readers for code cards for personalized access rights to floors or rooms

## 2.7.3 IT technical security solutions

- Access to network data only via secure login platforms with multi-factor authentication (proxy, firewall, VPN, hardware token)
- Automated detection of unauthorized access or blocking of user accounts
- Ad-hoc alerts to all users via central e-mail distribution list and teams folder
- Automatic mirroring and backup of data on servers in regionally divided locations
- Regular failure tests to identify weak points

In the event of a technical failure of our communication systems, appropriate measures are initiated by Business Continuity Management to ensure business operations, e.g. by using alternative communication channels (see chapter 2.5).

## 2.8 Digitization / Innovation / Digital Customer Solutions

Our customers have a great need for technical and organizational solutions to operate their buildings and facilities in a cost and resource efficient manner. In doing so, the industry-specific core and secondary processes must be optimally supported and the defined comfort of usage for their own employees or for other building users must be ensured or improved.

Digitization in buildings is essential for the efficient, data-based management of real estate. It creates many opportunities both in creating attractive working environments and in increasing quality and efficiency, particularly in the areas of building usage (comfort), energy and resource consumption, and ensuring service quality and performance control.

As a matter of principle, we develop our digital solutions for buildings and users together with our customers in order to create real added value in practice. Our philosophy of collaborative development also includes working with global IT partners and innovative proptech companies to quickly deliver functional, integrated and practical solutions. Through cooperation with IBM, for example, we want to accelerate the development speed of digital customer solutions. On our website, we have described the main features of our digitization strategy:

German: <http://www.apleona.com/apleona-digital-solutions/apleona-digitalisierungsstrategie/>

English: <http://www.apleona.com/en/apleona-digital-solutions/apleona-digitalization-strategy/>

Some of our digital solutions for buildings and building users are described below:

### 2.8.1 Solutions for energy efficiency

- Apleona Ecosystem / Energy Management Module: Real-time energy monitoring with online dashboard
- Apleona Recognizer: Digitalized and automated control of building technology (Artificial Intelligence)
- Apleona Pay-Agent: Automated verification and workflow-based approval of energy invoices

## 2.8.2 Solutions for building occupants

- Apleona Ecosystem / Workplace Management module: User app to support everyday office life
  - Booking: Comfortable and reliable booking and allocation of offices, meeting rooms and rest areas
  - Incident: Digital incident reporting and complaint management
  - Customer Survey: Direct and quick customer survey on current topics of building operation
  - Wishes: Immediate knowledge of current wishes of the building occupants

## 2.8.3 Solutions for building owners

- Apleona WOM-App: Mobile processing and documentation of real estate services
- Data-based optimization of building services
  - Occupancy Detection: Analysis of the actual room usage
  - Cleaning Insights: Analysis of the frequency of usage of rooms and resources
  - Restaurant Insights: Analysis of peak times and number of guests in company restaurants
  - Smart Ticketing: Automatic prioritization, categorization and forwarding of incoming incident reports
- Apleona Quality App (AQuA): Digital inventory, documentation, quality assurance and reporting
- Apleona FoodPrint: Determination and reporting of the CO2 footprint of food in company restaurants

## 2.8.4 User-friendliness

An important goal in the development of digital solutions is to create a better "user experience", for example through simple visualization of complex issues or through easy-to-use applications on the building user's mobile device. In combination with real-time data collected from the property and the detected user behavior, data-based products and services can be further developed in a targeted manner. It is self-evident that the data protection regulations are observed, e.g. by anonymizing the data. The advantages for the customer consist primarily in data-supported decision-making help in real estate management, portfolio steering, maintenance and tenant services as well as the target group-specific level of detail of the prepared reporting data.

Apleona's digital customer solutions have also received great recognition and awards from the professional public:

- Handelsblatt Diamond Star Award 2019: Apleona Ecosystem  
<https://www.apleona.com/en/media-relations/press-releases/detail/handelsblatt-diamond-star-for-apleona-digital-eco-system>
- ZIA-Innovation Report 2019: Apleona Ecosystem, Module Digital Energy Management, Page 22  
Only German: [https://www.zia-deutschland.de/fileadmin/Redaktion/Meta\\_Service/PDF/zia\\_innovationsbericht\\_2019.pdf](https://www.zia-deutschland.de/fileadmin/Redaktion/Meta_Service/PDF/zia_innovationsbericht_2019.pdf)
- Caterer of the Year 2019: Apleona FoodPrint  
Only German: <https://culinaress.apleona.com/>

## 2.9 Sustainable Supply Chain

Apleona does not only take its social responsibility within its own company, but also requires its suppliers, subcontractors and service providers to consider economic, ecological and social sustainability aspects. We provide all service providers, suppliers and subcontractors with important documents on our website in order to clearly communicate our economic, ecological and social minimum requirements for a cooperation in advance, such as general purchasing conditions, safety regulations for external companies, a declaration of commitment for minimum working conditions as well as a code of conduct for subcontractors and suppliers.



The aforementioned documents usually become part of the contract.

- German: <https://www.apleona.com/ueber-apleona/dienstleister-lieferanten-und-nachunternehmer/>
- English: <https://www.apleona.com/en/about-apleona/information-for-service-providers-suppliers-and-subcontractors/>

In our digital purchasing portal, all essential proofs and certificates of our suppliers and subcontractors are documented and administered or requested and evaluated by new suppliers within the scope of prequalification procedures. This enables us to ensure that our rules and mandatory standards are followed and observed throughout the entire supplier resp. value chain. In order to further develop and integrate sustainability aspects in our purchasing process, we conducted special employee training in January 2020 to raise awareness of the holistic issue of sustainability in the value-added resp. supply chain.

In the area of economic aspects, compliance (prevention of corruption) and value chain management play a particularly important role. The aim is to establish and develop a stable and long-term relationship with our service providers, suppliers and subcontractors in order to be able to offer our customers high quality, reliability and competitive prices. Since the end of 2018 we have been conducting regular supplier evaluations for all major suppliers. To combat corruption, suppliers, service providers and subcontractors, but also and especially potential sales intermediaries and (cooperation) partners, are subjected to a risk-oriented integrity check using our Third Party Check IT tool. We also check creditors against so-called terror and sanctions lists.

We have concluded framework agreements with several suppliers for the most important product groups. By bundling purchasing volumes, we can thus achieve economies of scale in purchasing. By introducing commodity group codes, we have increased the transparency of our purchasing volume for the most important commodity groups. In a second step, we can use this as a basis for developing sustainability concepts with key suppliers.

Im Bereich der ökologischen Aspekte achten wir bei der Erbringung von Dienstleistungen auf die Einhaltung von Umweltstandards, die durch unsere Projektleiter vor Ort überwacht werden. Wir beabsichtigen darüber hinaus in den kommenden Jahren, unsere Anforderungen an nachhaltige Produkte und Dienstleistungen schrittweise weiter zu konkretisieren und gegenüber unseren Dienstleistern, Lieferanten und Nachunternehmern zu kommunizieren. Hierzu gehört z. B. die Integration von Vorgaben für einen nachhaltigen Gebäudebetrieb gemäß GEFMA 160 sowie die Berücksichtigung umweltfreundlicher Produkte und Produktionsweisen.

In the area of social aspects, we demand that our suppliers, service providers and subcontractors respect the fundamental rights of employees. Through our reporting system Apleona Compliance Communications, violations of social standards can be reported anonymously if desired. The analysis of our most important product groups in Purchasing 2019 did not reveal any indications for a separate critical review of the supply chains in the context of the human rights due diligence, as they were without exception manufactured within Europe or have corresponding certificates (e.g. ICT products).

## 3. Ökologische Aspekte



### 3.1 Resource Conservation and Climate Protection

In the Paris Convention 2015, the international community committed itself to limiting global warming to less than two degrees Celsius and, if possible, to less than 1.5 degrees Celsius compared to pre-industrial levels and to achieving greenhouse gas neutrality worldwide by 2050. Climate protection is therefore one of the political priorities of the European Union, which has committed itself to reducing its greenhouse gas emissions by at least 40 percent by 2030 compared to 1990.

The Paris resolutions call on all states to submit a long-term climate strategy by 2020. Germany, for example, had already formulated an overarching reduction strategy in 2016 with its Climate Protection Plan 2050. The strategy aims to reduce greenhouse gas emissions by at least 55 percent by 2030 compared to 1990 levels and to achieve greenhouse gas neutrality by 2050.

Within the scope of its social responsibility and its own influence, Apleona is gradually implementing practicable climate protection measures. In doing so, we consider all essential business processes and their effects on climate-relevant emissions. For Apleona as an international real estate service provider, the three largest fields of action are

- Company Property Use,
- Vehicle Fleet as well as
- Business Travel,

which are described in more detail below. The CO<sub>2</sub> emissions caused by our business activities are balanced according to the following scheme:

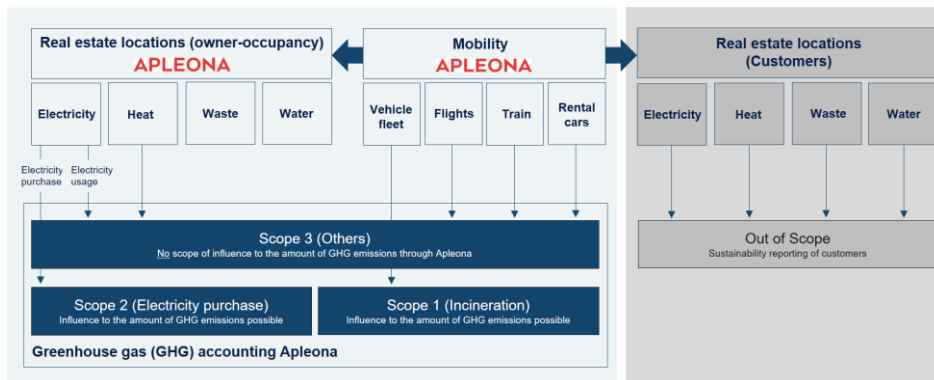


Fig. 9: Calculation Schema for Greenhouse Gas Emissions

Important note: We only observe the emissions that arise in owner-occupied real estate (in scope). The emissions in customer properties, which we help to reduce considerably through our services, are included in the customer's greenhouse gas balance sheet and are not considered by us, even if we have permanent workplaces there (out of scope). This applies, for example, to the workplaces of our employees in shopping centers, clinics, nursing homes, office buildings or production facilities of industrial companies. Overall, more than 57% of our employees worldwide work at workplaces in customer properties (out of scope).

We will continue to focus on the following three areas of resource and climate protection in the coming years.

## 3.1.1 Company Property Use

We are aware that real estate - whether owner-occupied or owned by the customer - has environmental impacts over its entire life cycle. Significant environmental impacts result from the CO<sub>2</sub> emissions from fossil fuels that are produced during the generation of heat and electricity during the operating phase (climate change). In 2017, for example, existing buildings in Germany had a share of 34.5% of total final energy consumption. Of this building-relevant final energy consumption, 38.6% is generated by commercial real estate and 61.4% by residential real estate. However, resources in the form of building materials, space, fuels and energy are also consumed in the construction and refurbishment of real estate, and there are also materials to be disposed of, which also have an impact on the environment.

In the course of our business activities, we can reduce CO<sub>2</sub> emissions in our area of responsibility by using our self-used real estate in the most space- and energy-efficient manner possible. Corporate Real Estate Management (CREM) is responsible for controlling, monitoring and optimizing the use of real estate. The tasks of the local real estate managers include in particular the optimization and regular recording of resource consumption for electricity and heat as a sound basis for the annual calculation of the greenhouse gas emissions generated and, for the European locations, proof of the energy quality of buildings in accordance with the EU Energy Efficiency Directive of 25.10.2012 (2012/27/EU).

In order to systematically optimize the energy efficiency of our owner-occupied properties, Apleona continuously optimizes the energy efficiency of its largest office locations in Germany, Austria and Switzerland, where almost 2/3 of all Apleona employees work, using an energy management system in accordance with DIN 50001. For this purpose, specialized energy management officers (EMB) have been defined at the respective locations who are responsible for initiating, implementing and monitoring success.

The following individual measures have been implemented at our sites (examples):

- Optimization network printers
  - Central printer rooms (largely avoiding workplace printers)
  - Optimizing the energy saving function on network printers (sleep mode from 10 minutes)
  - Standard setting "double-sided printing" and "black and white"
- Replacement of illuminants with LED lamps
- Installation of interfaces to the building management system and additional temperature sensors for data-based and (partially) automated control of the heating, cooling and ventilation systems
- Energy saving competitions and information campaigns on energy saving

We are planning to implement an innovative energy-saving project in the company headquarters building in Neu-Isenburg with a total of approx. 500 employees in 2020. In coordination with the building owner, we intend to install and operate the "Recognizer" technology as a tenant at our own expense. This technology will use artificial intelligence to fully automatically optimize the building technology for heating, cooling and ventilation using sensor and weather forecast data.

## 3.1.2 Vehicle Fleet

The Apleona Group provides its clients with services for buildings, facilities and secondary processes in production and is active both nationally and internationally. This requires proximity to the customer or even a local presence in order to be able to immediately eliminate malfunctions, provide construction, maintenance and repair services as well as real estate management services or to conduct coordination meetings with owners and service providers directly in the affected property. Customer proximity and mobility is therefore a key success factor in identifying customer requirements at the respective locations quickly, reliably and on a sound basis and in processing orders quickly. Due to necessary material transports and contractually defined reaction times, we are dependent on the use of passenger and delivery vehicles.

Despite decentralized location structures and a high degree of customer proximity, we are also striving to gradually reduce mobility-related CO<sub>2</sub> emissions from our vehicle fleet. To this end, we have modified our internationally valid company car guidelines and lowered the permissible engine strengths and upper limits for CO<sub>2</sub> emissions of vehicle models throughout the Group. The defined, permissible reference vehicles are regularly reviewed to ensure a high degree of cost efficiency and environmental compatibility. Since January 1, 2018, the maximum permissible CO<sub>2</sub> emissions for newly ordered passenger cars have been limited to 120 g/km for standard brands and 140 g/km for premium brands. The aim is to reduce the above-mentioned limits by at least 2.5% annually (approx. 3.0-3.5 g CO<sub>2</sub>/km). No separate limit value is defined for delivery vehicles, but the environmental impact should be as low as possible. Every employee is required to limit his or her mobility behavior to a necessary minimum and to reduce fuel consumption by driving defensively.

Every year we record the total fuel consumption and the resulting CO<sub>2</sub> emissions of our vehicle fleet anonymously via our fuel card service provider. In the course of 2020, we will clarify with our new fleet service provider how regular reporting of fuel consumption, route and emission data can be prepared on a key date basis. By establishing a uniform system, reliable comparisons over a longer period of time will then be possible in the future. The aim is to reduce the consumption of fossil fuels step-by-step over the coming years.

Electric vehicles are currently being tested in practice at various locations at Apleona and at the customer's sites. This concerns both passenger cars and delivery vehicles. The latter are mainly used on the factory sites of large industrial companies. Due to the limited charging infrastructure, only operations with a radius of approximately 50 km around the respective locations are currently possible in a reasonable and reliable manner.

### 3.1.3 Business Travel

Business meetings for a direct exchange of information are an important part of vital business relationships and are usually held at the client's site, Apleona's site or other locations. Business trips are also initiated by work meetings in the context of association work, university lectures, visits to trade fairs or further education events.

To reduce mobility costs and the resulting CO<sub>2</sub> emissions, however, we make sure that business trips are kept to a necessary minimum and that alternative ways of exchanging information, e.g. via telephone, video or Internet-based conferences, are actively used to avoid costly and time-consuming travel. CO<sub>2</sub> emissions can be sensibly reduced both by avoiding mobility and by choosing environmentally friendly means of transport such as rail. Our Group policy on business travel, for example, prohibits flights below a distance of 500 km and refers to the use of rail. In Germany alone, more than 2.2 million passenger kilometers were covered by rail as part of business trips in 2019, the majority of them by long-distance trains operated by Deutsche Bahn, which are climate-neutral.

In 2019, Apleona migrated its group-wide IT infrastructure to a cloud-based system. This means that centrally stored data is not only accessible from anywhere by mobile devices, but also allows for convenient and location-independent telephone calls and video conferences from end devices. These modern technologies help to minimize business trips and save valuable resources.

The precise measurement of CO<sub>2</sub> emissions for all major modes of transport requires central booking of all business trips via defined travel service providers and transparent processing of the data for travel routes and the resulting CO<sub>2</sub> emissions generated by them. This applies in particular to flights, rail and rental cars. In the course of 2020, we will clarify with the contracted travel service providers which route and emission data can be delivered on a key date basis. By establishing a uniform system, reliable comparisons over a longer period of time will then be possible in the future.

## 3.2 Promotion of environmentally-friendly technologies and Sustainable Facility Operations



Apleona is a real estate service provider active in the fields of facility management, real estate management, interior fittings and building technology. The goal of our comprehensive real estate services is to ensure the quality and operation of real estate and facilities in a reliable, safe, efficient and environmentally friendly manner, taking into account the client's specifications. In customer-specific, operational workflows, we focus on improving resource efficiency, process quality and data transparency in order to achieve a high level of user satisfaction. In addition to our many years of experience, we use innovative technologies and digital solutions, which we discuss with our customers and implement in accordance with individual planning.

We have presented an overview of our broad range of consulting and sustainable real estate services on our website:

- German: <http://www.apleona.com/ueber-apleona/nachhaltige-dienstleistungen/>
- English: <http://www.apleona.com/en/about-apleona/sustainable-services/>

We support our customers with innovative digital solutions to increase the energy efficiency of their properties and facilities and reduce CO2 emissions. To this end, we have bundled our expertise in the Center of Competence Energy & Sustainability (CoC). Our customers thus benefit directly from our many years of practical experience based on our successfully implemented energy efficiency projects in numerous industries and our illustrative reference projects, which, if desired and in coordination with our clients, also allow a direct insight into modern energy management through on-site inspections.

We recommend our customers to use our innovative, digital and artificial intelligence-based energy monitoring system Recognizer to optimize the energy efficiency of their properties.

Link: <https://recognizer.com/>

In addition, we advise our clients with regard to holistic, sustainable building activities in accordance with GEFMA Guideline 160 (Sustainability in Facility Management). On request, we certify real estate and facilities in accordance with this guideline. Here, too, we use digital tools (SustainFM). In 2019, for example, we certified the sustainable operation of a soccer stadium in Frankfurt am Main and a mixed-use office and retail property in Berlin according to GEFMA 160.

## 3.3 Environmental Protection / Environmental Management

It is part of our corporate responsibility to burden the environment as little as possible and to protect it as well as possible. For this reason, we have integrated environmental protection into our service processes. Our activities focus on compliance with legal requirements and the continuous improvement of our environmental performance within the company and during the execution of our services for our customers. Many companies in our business units have certified environmental management systems in accordance with DIN ISO 14001. In accordance with legal requirements and individual customer demands, companies and employees have the necessary qualifications, permits, certificates and authorizations to carry out environmentally relevant services.

The systematic approach leads to a continuous improvement of both the environmental performance and the environmental management system itself, among other things through appropriate organizational structures, controlled documentation and the implementation of measures based on the agreed environmental programs. As a result, negative effects on the environment and environmentally relevant risks are minimized. With the help of targeted training courses for our employees, the awareness for the conservation of resources and the sensitivity to environmental protection issues is additionally strengthened. Regular internal and external audits supervise the compliance with regulations and our environmental performance in the execution of our services.

## 3.4 Waste Management / Recycling

Each Apleona site, in collaboration with the responsible HSEQ representative, must draw up a waste management concept, which includes, in particular, information on separate waste collection. Disposal processes and documentation of hazardous waste must be documented by the waste producers in a legally compliant manner. As we primarily use office buildings, very little hazardous waste is generated. Waste is collected separately in our office properties and disposed of professionally to achieve the highest possible recycling rate (paper, packaging, organic waste, residual waste). Our goal is to promote awareness of resource-saving actions at our locations (e.g. reducing paper consumption, clean separation of waste, etc.). To this end, the HSEQ managers and representatives at the sites are trained.

For example, Apleona UK received the "Green Apple Award 2019" for the optimization of waste management at the centrally located company site Piccadilly Place in Manchester with over 4,000 employees. With the inclusion of a further 20 tenants, it was possible to reduce the amount of waste at the site and increase the recycling rate.

As part of the provision of our services to our customers, we also implement projects to conserve resources, avoid waste and optimize materials.

## 3.5 Water / Waste Water

Apleona mainly uses office space to provide its services. Water consumption is therefore limited to the usual places of consumption (e.g. toilets, coffee kitchens, landscaping, company restaurant (if applicable)). Due to the lack of individual meters in the rental properties, Apleona's individual water consumption cannot usually be precisely recorded and is usually allocated by the owner using a flat-rate distribution key based on the rental space. Due to the low savings potential and environmental relevance, further measures to save water or monitoring via special KPIs are currently not planned.

# 4. Social / Social-Cultural Aspects

## 4.1 Occupational Safety and Health



In all our services, it is a matter of course for us to identify hazards for people and the environment and thus to identify and avoid significant risks. Occupational health and safety is a management task.

Our managers are role models, motivate their employees to act in a safety-oriented manner, create working conditions that are in line with safety requirements and ensure that these are consistently implemented. We promote our employees' awareness of safe behavior by providing regular training and professional support to our employees. The controlling of occupational health and safety through audits, inspections, key figure analyses and reporting is an essential factor in the further development of our organization and processes.

The health of our employees and the prevention of work-related injuries and accidents is our highest priority. We create working conditions that maintain and protect health. We offer and use opportunities for passive and active health care and health maintenance. We promote awareness of health-conscious behavior among our employees by providing training, workshops and health days. Health checks, preventive occupational medicine, individual company medical advice and hygiene are essential components of our health management.

We monitor the success of our health and safety objectives through detailed HSE action plans and the regular measurement of key performance indicators, such as LTIF (Lost Time Injury Frequency), ASR (Accident Severity Rate) and LTCR (Lost Time Case Ratio).

As a service company, we are obliged to meet the occupational safety standards of our customers and to provide them with expert advice. This principle also applies to all subcontractor services.

## 4.2 Attractive Workplace / Well-being



We offer our employees an environment and culture in which they can use their personality, skills, abilities and innovative ideas and develop them individually and feel comfortable. Apleona focuses primarily on the individual strengths of its employees and supports them in developing these further. The range of job opportunities and tasks within the Apleona Group is overwhelmingly diverse, so that employees find a long-term perspective. Modern workplaces with good IT equipment and innovative digital application software enable us to effectively provide our services at the customer's site as well as the necessary support services in the back office areas.

Apleona promotes its employees both on a professional and private level. This includes, for example, the following measures:

- Numerous internal and external training offers
- Information events on occupational safety, health and fitness (e.g. health days), corporate strategy, etc.
- Attractive social benefits (direct insurance with two framework agreement partners via deferred compensation and occupational disability insurance, each with improved conditions in the group contract)
- Apleona Corporate Benefits (purchasing portal for discounted consumer goods and services)
- Special conditions in fitness studios (also for spouses or partners)

The manager plays a key role in creating an attractive workplace. Apleona therefore places great attention on the following aspects:

- Many years of experience in dealing with employees, customers and business partners
- Sound practical knowledge for fast and solution-oriented decision-making
- Consistent and straightforward living of our corporate values as well as
- Employee-orientated behaviour and ability to motivate

Special training and development programs for managers support them in the further development of their own management skills.

Our digital cooperation platform also enables our employees to create their own newsgroups and to network internally for knowledge exchange or for activities in their private environment. Through our innovative information and news platform "Apleona Insights", employees can also receive current information via an app on their mobile devices and are immediately informed about current news. It is also possible to write your own articles or comment on published articles. In February 2020, Apleona Insights received the Real Estate Manager Award 2020 in the category "Communication", which is highly regarded in the real estate industry.



## 4.3 Diversity / Equal Opportunity

With our Group mission statement "We focus on individuality", we make it clear that we see diversity as a success factor for our company. Due to our broad range of services and tasks in real estate services, the competencies, ideas, perspectives and characters of our employees are a good basis for making the best possible use of their individual strengths to fulfill their respective tasks for the success of the company. In 2019, Apleona employed employees from 75 nations worldwide. In some companies, employees from up to 29 different nationalities were employed.

Apleona, as a training company, makes an important contribution to social integration. In our own training center in Neu-Isenburg, for example, we train almost 40 apprentices in the professions of plant mechanic and electronic technician for industrial engineering. An average of 74% of these trainees have a migration background and one in five of this group has come to Germany as a refugee.

All employees at Apleona have the same opportunities in terms of recruitment and career development within the company. Apleona has clearly and comprehensively positioned itself against any form of discrimination in its Group Policy Corporate Social Responsibility in chapter 3.3 "Social interaction within the company and equal opportunities".

German: [https://www.apleona.com/fileadmin/apleona.com/Verantwortung/2018-01-26\\_Unternehmensgrundsätze\\_CSR\\_Corporate-Social-Responsibility\\_Apleona\\_V18\\_DE.pdf](https://www.apleona.com/fileadmin/apleona.com/Verantwortung/2018-01-26_Unternehmensgrundsätze_CSR_Corporate-Social-Responsibility_Apleona_V18_DE.pdf)

English: [https://www.apleona.com/fileadmin/apleona.com/Verantwortung/2018-01-26\\_Unternehmensgrundsätze\\_CSR\\_Corporate-Social-Responsibility\\_Apleona\\_V18\\_EN.pdf](https://www.apleona.com/fileadmin/apleona.com/Verantwortung/2018-01-26_Unternehmensgrundsätze_CSR_Corporate-Social-Responsibility_Apleona_V18_EN.pdf)

We also support the Code on Diversity of the German Property Federation (ZIA):

Only German: [https://www.zia-deutschland.de/fileadmin/Redaktion/Meta\\_Service/PDF/zia\\_diversitykodex.pdf](https://www.zia-deutschland.de/fileadmin/Redaktion/Meta_Service/PDF/zia_diversitykodex.pdf)

Due to the existing diversity and equal opportunities in the company, Apleona currently sees no need for special measures or monitoring via KPIs.

## 4.4 Proportion of Women in Management Positions / overall

On May 1, 2015, the Act on the Equal Participation of Women and Men in Management Positions in the Private Sector and the Public Sector came into force in Germany. For supervisory boards of companies that are listed on the stock exchange and subject to parity participation, a gender quota of 30% has been in force since 2016. Companies that are either listed on the stock exchange or subject to co-determination are required to set targets for increasing the proportion of women on supervisory boards, management boards and top management levels.

The Supervisory Board of Apleona GmbH has set itself the goal of increasing the proportion of women in management positions and not to fall below the level reached in 2017. The company has set itself an implementation deadline of December 2022. We monitor the development of the proportion of women in our company through our regular personnel statistics. The proportion of women in management positions (management levels 1-3) at Apleona was 19.7% at the end of 2019, an increase of 1.2 percentage points compared to 2017.

The overall share of women was 36.9% at the end of 2019 and decreased slightly compared to the base year 2017 due to changes in the statistical survey methodology.

## 4.5 Community Outreach

Apleona makes an important contribution to the community by serving as an attractive employer with locations at multiple sites in Germany and Europe and a total of over 20,000 employees. Apleona leistet einen wesentlichen gesellschaftlichen Beitrag als attraktiver Arbeitgeber durch seine Präsenz an vielen Standorten in Deutschland und Europa mit über 20.000 Mitarbeiterinnen und Mitarbeitern. Due to our decentralized structure, we are a reliable partner of the regional economy and provide employment in over 30 countries through our business activities.

German: <https://www.apleona.com/ueber-apleona/standorte/>

English: <https://www.apleona.com/en/about-apleona/locations/>

Furthermore, we are involved in various professional associations, organizations, committees and at universities in order to support the professionalization, standardization and further development of knowledge as well as the necessary exchange of experience within the entire real estate industry. This engagement enables us to participate in real estate industry discussions in a competent manner and to contribute our well-founded expert knowledge and practical experience. Participation in specialized working groups or holding lectures is an important contribution to the further development of the industry as well as the transfer of knowledge to young professionals. We have documented our memberships and participation in associations and institutions transparently on our website:

German: <http://www.apleona.com/ueber-apleona/verantwortung/>

English: <http://www.apleona.com/en/about-apleona/responsibility/>

Our employees show great enthusiasm for making a social contribution to their local communities, to good causes or to society as a whole. This includes, for example, charitable and voluntary work, donations and sponsoring as well as participation in charitable sporting and cultural events. The social commitment through donations, sponsoring, non-cash benefits or personnel benefits is based on the specific local needs and the individual possibilities and goals of our local companies and is initiated and implemented by them on their own responsibility. Our engaged colleagues have the opportunity to report on their social activities on our internal communication platform "Apleona Insights". In 2019, for example, the following activities were carried out:

- Donation campaigns at our sites (Christmas presents for disadvantaged children, Wheel of Fortune in the canteen, etc.)
- Donations in the regional environment (backpacks for children's riding course), book and DVD collection for prison library, etc.)
- Donation collection in the context of sports events (running, indoor bike, parachute jump, golf, triathlon relay, etc.)
- Personnel engagement (participation in donation gala, etc.)

We were actively involved in drafting the "Practical Guide to Effective Community Action in the German Real Estate Sector", which includes practical tips on how companies in the real estate industry can become involved in community outreach. As part of our collaboration, we conducted a systematic customer survey on community involvement. The practical guide can be accessed at the following link:

Only German: [https://www.zia-deutschland.de/fileadmin/Redaktion/Meta\\_Service/PDF/Verantwortung\\_uebernehmen\\_Praxisleitfaden\\_CSR.pdf](https://www.zia-deutschland.de/fileadmin/Redaktion/Meta_Service/PDF/Verantwortung_uebernehmen_Praxisleitfaden_CSR.pdf)

## 4.6 Working Conditions

Apleona guarantees that its employees are provided with working conditions that fully comply with each respective host country's statutory requirements. This relates, among other things, to workplace facilities, daily work hours and break times, holidays as well as compensation levels. The exploitation of persons is not consistent with our ethical values. We likewise oblige suppliers, sub-contractors and service providers that are part of our supply chain to practice fair conditions of employment by having them sign a "Code of Conduct for Sub-Contractors and Suppliers".

## 4.7 Freedom of Association/ Right to Collective Bargaining

At Apleona, company management and the group works council work in close cooperation. Apleona ensures the formation of works councils at its companies and the right to engage in collective bargaining between the employer and the works council. We likewise oblige suppliers, sub-contractors and service providers that are part of our supply chain by having them sign a "Code of Conduct for Sub-Contractors and Suppliers". Special measures or monitoring by means of particular KPIs are not currently contemplated.

## 4.8 Menschenrechte / Kampf gegen Kinderarbeit

Apleona pledges to respect human rights within its sphere of influence, such as for example the elimination of all forms of forced or compulsory labour. In joining the UN Global Compact we pledged to respect, promote and secure international human rights and to not be complicit in violations of human rights, e.g. through inhumane conditions of production in the supply chain. We likewise oblige suppliers, sub-contractors and service providers that are part of our supply chain by having them sign a "Code of Conduct for Sub-Contractors and Suppliers". If there is reasonable suspicion of a violation of the Code of Conduct by a sub-contractor or supplier or if a sub-contractor or supplier fails to adequately fulfil its obligation to cooperate and provide information where suspicion exists, Apleona can terminate the business relationship with the affected sub-contractor or supplier with immediate effect on the basis of existing contractual or statutory rights.

Apleona assists in combating child labour within its sphere of influence. In joining the UN Global Compact we pledged to advocate on behalf of the elimination of child labour. We likewise obliged suppliers, sub-contractors and service providers that are part of our supply chain by having them sign a "Code of Conduct for Sub-Contractors and Suppliers".

The analysis of our most important product groups in Purchasing 2019 did not show any indications for a separate critical review of the supply chains in the context of the human rights due diligence. Without exception, our suppliers manufacture their products within Europe or have corresponding certificates (e.g. ICT products). Special measures or monitoring via special KPIs are currently not planned.

## 5. Amendment History

Date	Version	Amended contents
18.01.2019	1	<b>Initial creation</b>
31.08.2020	2	<b>Complete revision for the 2019 fiscal year</b>

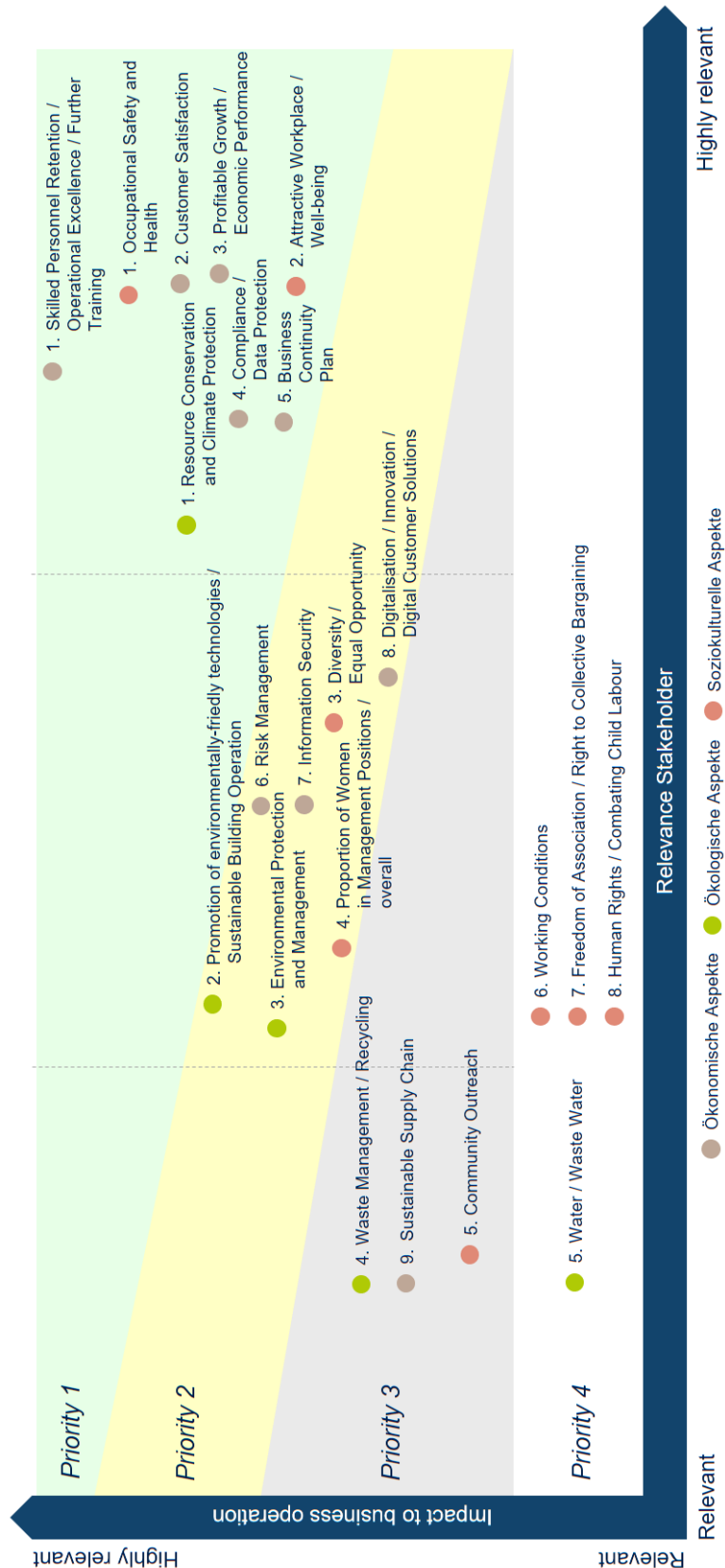
# Status Report on Sustainability 2019

## 6.1 Annex: Systematics of Corporate Social Responsibility

ZfA Zentraler Immobilien Ausschuss e.V. ICG Institut für Corporate Governance in der deutschen Immobilienwirtschaft e.V.	Gesellschaftliche Verantwortung (Corporate Social Responsibility [CSR])																				
	Nachhaltige und werteorientierte Unternehmensführung (Corporate Sustainability Leadership)																				
	Ökonomische Nachhaltigkeit			Ökologische Nachhaltigkeit			Soziale Nachhaltigkeit			Corporate Citizenship											
	Corporate Governance			Ökonomie			Sozio-kulturell			Unternehmenssponsoring											
	Compliance / Korruptionsbekämpfung			Marktchancen (auch durch Nachhaltigkeit)			Diversität / Vielfaltsmanagement			Unternehmenssponsoring											
	Führungskultur / Unternehmensethik			Ertragsoptimierung / Kosteneffizienz			Klimaschutz (Energiemanagement ISO 50001, CO <sub>2</sub> -Reduktion)			Gesundheit & Sicherheit am Arbeitsplatz											
	Transparenz / Reporting			Risikomanagement			Kreislaufwirtschaft (Verwertung, Beseitigung)			Mitarbeiterorientierung / Weiterbildung											
	Managementsysteme (ISO 9001)			Wertschöpfungs- / Lieferkettenmanagement			Freiwillige Zertifizierungen (DGNB, BREEAM, GEFMA 160, ISO 14001)			Arbeitsplatzsicherheit / Work-Life-Balance											
	1. Organisation 5. Faire Betriebs- und Geschäftspraktiken (Compliance) 6. Konsumenteninteressen			4. Umwelt			2. Menschenrechte 3. Arbeitspraktiken 7. Einbindung und Entwicklung der Gemeinschaft			Gemeinnütziges Engagement											
	10. Korruptionsprävention			7.-9. Umwelt und Klima			1.-2. Menschenrechte 3.-6. Arbeitsnormen														
Global UN Com- pact	Strategie 1. Strategische Analysen und Maßnahmen 2. Wesentlichkeit 3. Ziele der Wertschöpfungskette			Prozessmanagement 5. Verantwortung 7. Regeln und Prozesse 8. Anreizsysteme 10. Innovations- und Produktmanagement			Compliance 19. Politische Einflussnahme 20. Gesetzes-/ Richtlinienkonformes Verhalten			Umweltbelange 11. Inanspruchnahme natürlicher Ressourcen 12. Ressourcenmanagement 13. Klimarelevante Emissionen			Arbeitsnehmerbelange 14. Arbeitnehmerrechte 15. Chancengerechtigkeit 16. Qualifizierung			Menschenrechte 17. Menschenrechte			Gesellschaft 18. Gemeinwesen		
	DNK Nachhaltigkeitskodex																				

## Status Report on Sustainability 2019

### 6.2 Annex: Materiality Matrix Apleona Group



# Status Report on Sustainability 2019

## 6.3 Annex: Materiality Analysis Apleona Group

Corporate Social Responsibility (CSR)			
Corporate Sustainability Leadership			
Economic Sustainability	Ecological Sustainability	Social Sustainability	
<ol style="list-style-type: none"> <li>1. Skilled Personnel Retention / Operational Excellence / Further training</li> <li>2. Customer Satisfaction</li> <li>3. Profitable Growth / Economic Performance</li> <li>4. Compliance / Data Protection</li> <li>5. Business Continuity Plan</li> <li>6. Risk Management</li> <li>7. Information Security</li> <li>8. Digitalisation / Innovation / Digital Customer Solutions</li> <li>9. Sustainable Supply Chain</li> </ol>	<ol style="list-style-type: none"> <li>1. Resource Conservation and Climate Protection</li> <li>2. Promotion of environmentally-friendly technologies and Sustainable Facilities Operations</li> <li>3. Environmental Protection and Management</li> <li>4. Waste Management / Recycling</li> <li>5. Water / Waste Water</li> </ol>	<ol style="list-style-type: none"> <li>1. Occupational Safety and Health</li> <li>2. Attractive Workplace / Well-being</li> <li>3. Diversity / Equal Opportunity</li> <li>4. Proportion of Women in Management Positions / overall</li> <li>5. Community Outreach</li> <li>6. Working Conditions</li> <li>7. Freedom of Association / Right to Collective Bargaining</li> <li>8. Human Rights / Combating Child Labour</li> </ol>	

☐ Priority 1
 ☐ Priority 2
 ☐ Priority 3
 ☐ Priority 4