

Status Report on Sustainability 2020

Brief Summary

The status report on sustainability provides an overview of the current status of the Group's activities and goals in the areas of economy, ecology and society.

The status report is intended both to increase transparency within the Group and to enable shareholders, customers, suppliers, service providers, subcontractors and other affected groups in society to inform themselves about our activities and goals in the field of sustainability in a compact and understandable manner.

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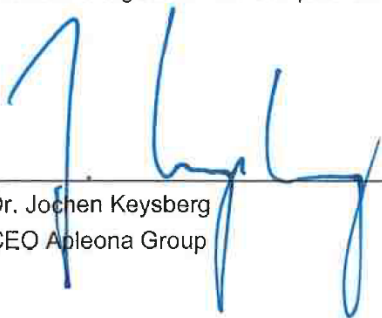
Statement by Corporate Management

During the third 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).

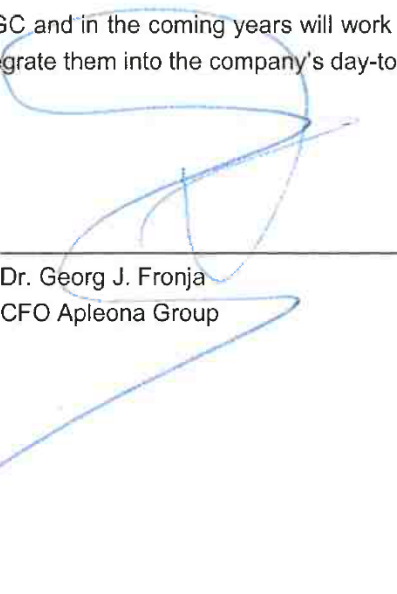
We are certain that our company can only enjoy success over the long term by taking into account legal requirements and ethical concerns so as to bring economic, ecological and social-cultural considerations into balance. In exercising our social responsibility we are guided by the three pillars of sustainability (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 2020 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.



Dr. Jochen Keysberg
CEO Apleona Group



Dr. Georg J. Fronja
CFO Apleona Group

1. Introduction

1.1 Current Status

With approx. 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 topics of social responsibility in accordance to DIN ISO 26000 together with
- the ten principles of responsible corporate management according to the UN Global Compact as well as
- the frameworks German Sustainability Codex und Global Reporting Initiative (GRI).

(See Figure 1):

Corporate Social Responsibility							
Corporate Sustainability Leadership							
Economic sustainability			Ecological sustainability	Social sustainability			
DIN ISO 26000	1. Organization 5. Fair operating and business practices (Compliance) 6. Consumer concerns		4. Environment	2. Human rights 3. Work practices 7. Integration and community development			
UN Global Compact	10. Corruption prevention		7.-9. Environment and climate	1.-2. Human rights 3.-6. Labor standards			
German Sustainability Codex	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	Labour concerns 14. Labor rights 15. Equal opportunities 16. Qualification	Human rights 17. Human rights	Society 18. Local community
GRI Global Reporting Initiative	101 Foundation 102 General disclosures 103 Management Approach	200 Economic 201 Economic Performance 202 Market Presence 203 Indirect economic Impacts 204 Procurement Practices 205 Anti-corruption 206 Anti-competitive Behavior 207 Tax	300 Environmental 301 Materials 302 Energy 303 Water 304 Biodiversity 305 Emissions 306 Effluents and Waste 307 Environmental Compliance 308 Supplier Environmental Assessment	400 Social 401 Employment 402 Labor/Management Relations 403 Occupational Health and Safety 404 Training and Education 405 Diversity and Equal Opportunity 406 Non-discrimination 407 Freedom of Association and Collective Bargaining	408 Child Labor 409 Forced or Compulsory Labor 410 Security Practices 411 Rights of Indigenous Peoples 412 Human Rights Assessment 413 Local Communities 414 Supplier Social Assessment 415 Public Policy	416 Customer Health and Safety 417 Marketing and Labeling 418 Customer Privacy 419 Socioeconomic Compliance	

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 Wofferts Gebäudetechnik
Real Estate & Facility Management			Installations	
Germany - Austria - Switzerland	International	International Corporate Clients	Building Technology	Interior Works

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.

1.2 Organizational structure, Sustainability / CSR

Sustainability, or corporate social responsibility (CSR), 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, Property Management, 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 energy and sustainability experts. The heads of the respective business units respectively the local management are responsible for the implementation of sustainability goals.

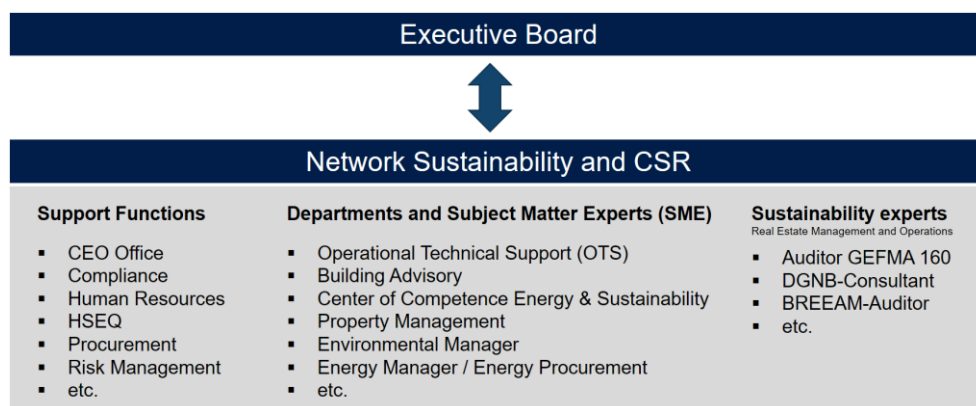


Fig. 4 Organizational Approach to Sustainability Aspects

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 (since June 2021: Value Reporting Foundation).

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.

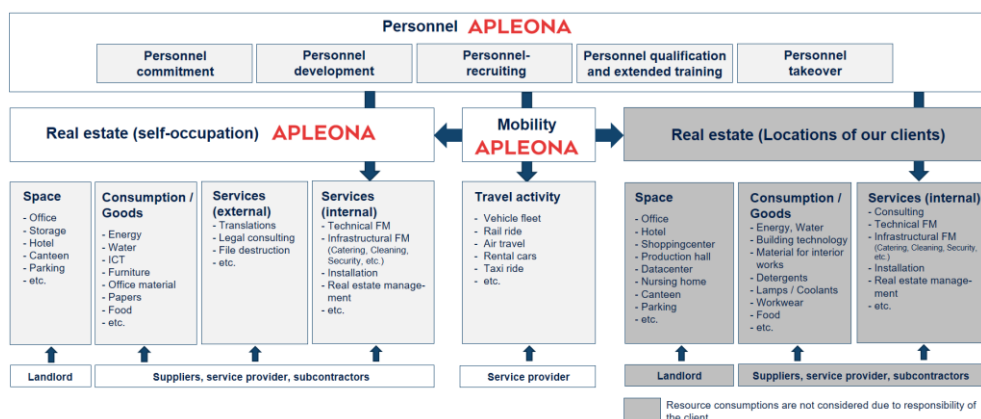


Fig. 5: Overview of key business processes and resources

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 assessed 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 2021 within the framework of a stakeholder survey in order to supplement any aspects that we may have overlooked or to rearrange priorities.

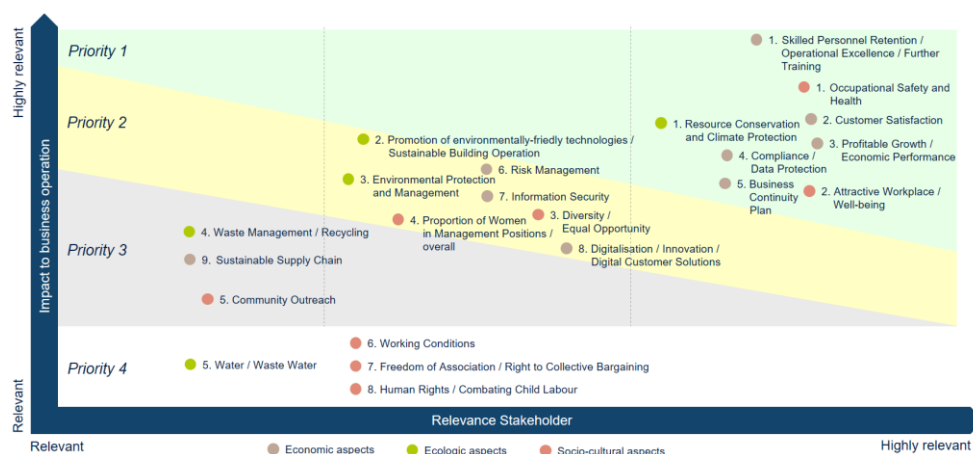


Fig. 6: Materiality Matrix, Apleona Group (own appraisal)

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) of the 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

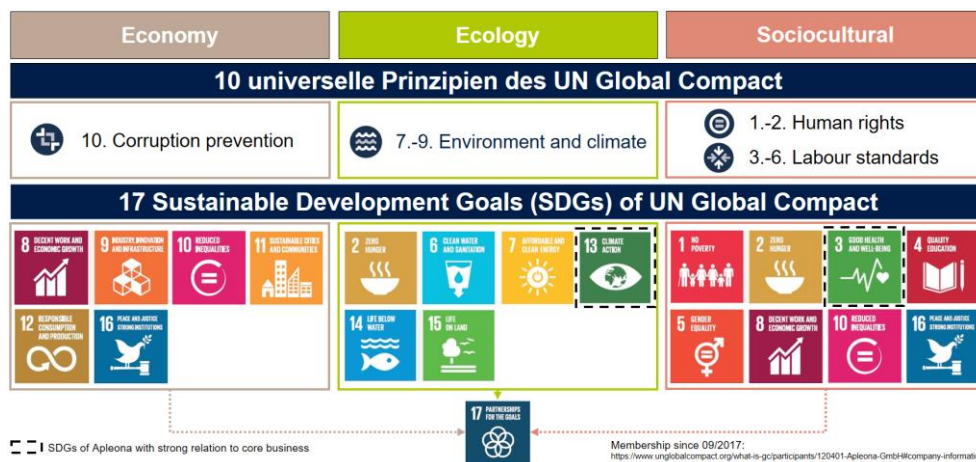


Fig. 8: 17 Sustainable Development Goals of the UN Global Compact

The specific measures we are taking with regard to these two goals are described in chapter 3 (Ecological Aspects) and chapter 4 (Social-cultural Aspects). We publish a separate progress report (COP Communication on Progress) at the same time and with the same content as our Status Report on Sustainability 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>

1.6 Sustainability Rating by Ecovadis

The sustainability performance of Apleona GmbH is audited annually by the renowned rating company Ecovadis. Ecovadis is a leading, independent and globally active private sustainability agency that uses 21 individual indicators to evaluate the integration, documentation and quality of sustainable aspects of companies in supply chains. The so-called CSR rating (Corporate Social Responsibility) or Sustainability Rating comprises well over 100 questions, which are divided into four main topics

- Environment and energy,
- Occupational safety and human rights
- Ethics (compliance) and
- Sustainable procurement

sustainable procurement. The individual topics must be comprehensively verified with supporting documents.

We strive for a regular, independent sustainability assessment by Ecovadis and want to permanently achieve at least a Gold certificate within our industry (see Figure 9). We support this goal by improving our sustainability performance in all sustainability aspects defined by us, which are also the content of this status report. Apleona publishes its current certificate of rating result on its website under the following link:

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

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



Fig. 9: Sustainability Rating Ecovadis 2019-2021

With the external evaluation of our sustainability performance, we want to create confidence among our customers that we take into account or comply with sustainable aspects such as environmental and social standards in the provision of our services.

2. Economic Aspekts

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.

Employee terminations cannot be completely avoided, since, for example, family or private circumstances make it necessary for our employees to change their place of residence, and in these cases Apleona is unfortunately not always able to offer a job close to home or an equivalent job. Nevertheless, it is our goal to keep employee fluctuation as low as possible. We aim to achieve an annual employee termination rate of permanently less than 15% (see Fig. 10). We support this goal through the following personnel measures:

- Offering a job close to home when employees change their place of residence -where possible-.
- Agreements on new working time models to support family care or caring services
- Annual employee dialogs to present prospects for professional and personal development within the company.

2019	2020	Goal: 2021
19.5%	15.6%	<15.0%

Fig. 10: Annual employee terminations as a percentage of the total number of employees 2019-2020

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.

A network of central experts from the HSEQ (Health, Safety, Environment, Quality), Operational Technical Support and Energy & Sustainability departments support our operating units with various knowledge management systems and communication tools in order to comply with, take into account and implement current standards and legal requirements in the provision of our real estate services on site.

In Germany, Apleona is an attractive apprenticeship company for technical, industrial and commercial professions with more than 300 apprentices in 25 professions. In order to secure our junior staff, we aim to continue our apprenticeship program in Germany with approximately 300 apprentices annually (see Figure 11). We support this goal through the following measures:

- Investment in technical tools and components to ensure practical training in the company's own on-site training facilities
- Close cooperation with local Chambers of Industry and Commerce
- Activities at schools and job fairs to attract new apprentices



Fig. 11: Number of apprentices in Germany 2019-2020

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 this purpose, we have established an integrated management system for many years. An essential part of quality assurance are various internal and external audits to monitor compliance with our standards and to implement appropriate measures for continuous improvement. Our units are certified according to the following essential standards:

- DIN EN ISO 9001 Quality Management
- DIN EN ISO 14001 Environmental management
- DIN EN ISO 50001 Energy management
- DIN ISO 45001 Occupational health and safety

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 of our customers after the provision 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. Apleona attaches great importance to the personal and open discussion with the customer as well as the project participants involved. This is the only way to identify weak points, inefficiencies and potential for improvement in detail and to work on them in a targeted manner. In our view, online-based Net Promoter Score surveys are unsuitable for establishing a trusting and cooperative relationship with our customers due to their lack of detail.

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: **G**eschäftsprozess-**O**ptimierung]), 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])
- Digital ordering process via defined framework contract partners (Apleona NEWTRON)

To further optimize our internal and external processes, we will successively implement additional digitization measures in the coming months. The central department Apleona GO will be in charge of coordinating these measures.

We have presented our digital customer solutions using real estate and user-related data in detail in the separate chapter 2.8 "Digitization / Innovation / 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). (see Figure 12).

Apleona plans to re-certify on time by the end of July 2021 at the latest. The certificate would then be valid again for three years until 2024. The current certificate can be accessed on the website by clients, customers, business partners and the interested professional public under the following link:

Internet

- German: <https://www.apleona.com/ueber-apleona/compliance/>
- English: <https://www.apleona.com/en/about-apleona/compliance/>

Intranet

- German: <https://intranet.apleona.net/standards/compliance/>

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).



Fig. 12: Certification of the Compliance Management System

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. In the period from 27.10.2020 - 27.01.2021, a mandatory online training course on the topic of "Fundamentals of Data Protection" was conducted via our internal training platform.

2.5 Business Continuity Management

The availability of personnel, goods and services as well as ordered government emergency measures in the case of a crisis can have a significant impact on our own business operations, as in the current Corona pandemic. Apleona has implemented a business continuity management with numerous measures to enable the continuation of business operations even in crisis situations and due to changed requirements of our customers. The following measures to protect the company are summarized here and grouped thematically for better understanding:

2.5.1 Emergency organization

- Apleona task force organization in each Apleona company consisting of management, occupational health and safety experts, legal, communications, HR, employee representatives and, if necessary, other stakeholders.
- If required: concretization of the business continuity plans in the units depending on the hazard situation
 - Backup arrangements with level A, B, C
 - Resource management in case of emergency (services, personnel, vehicle fleet, work equipment, protective equipment, etc.)

2.5.2 Emergency communication and reporting

- Regular communication of the central task force with all regional task forces of Apleona
- Implementation of standard reporting in case of emergency with relevant key figures
- Ensuring communication with all employees
 - via the Apleona Intranet (Apleona Insights)
 - via a uniform document management system that is accessible to all and contains current instructions and materials
 - via central e-mail address for employee questions
- In each case, current recommendations and concepts for action for the companies and the core processes of operational service provision
- Ensuring communication within the Apleona companies and with our customers
 - Cloud-based infrastructure (Outlook Web, Apleona Box, VPN)
 - Use of mobile devices (iPhone, iPad, laptop)
 - Use of the video conferencing system Microsoft Teams (Apleona standard)

2.5.3 Ensuring critical business processes

- Ensuring availability and functionality of the IT infrastructure (see separate chapter 2.7 Information Security)
- Working from home
- Personnel availability / personnel planning / overview of personnel pool
- Mobility (vehicles, fuels, employer certificates, special permits, etc.)
- Procurement (availability of goods, tools and materials)
- Instructions for action (hygiene concepts, business trips, home office, etc.)
- Mail distribution
- Accounting / Reporting

The further development of local business continuity plans also takes into account practical experience gained from crisis situations that have occurred at other Apleona sites.

In the current Corona pandemic, the Apleona Pandemic Plan has been activated with the previously outlined emergency organization and corresponding measures to protect the health of our employees. These include:

- Communicated hygiene concepts and corporate instructions at the Apleona sites as well as at all customer sites derived from the risk assessments.
- Access and availability of personal protective equipment (PPE), disinfectants, antigen tests, etc.
- Training and instruction of our employees (e.g. mobile working)
- Use of our Apleona Safe-At-Work IT application for contact tracking in case of possible infections
- Apleona-wide reporting of infection cases
- Home office and consistent use of our cloud-based IT solutions for communication
- Regulations for business trips and customer visits; for employees abroad support through "International SOS"

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 67 individual risks are currently being monitored, evaluated and supported by concrete measures. Approximately 25 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 readers for code cards for personalized access rights to floors or rooms
- if necessary, additional installation of cameras for central access monitoring at main, side and supplier entrances for persons and vehicles

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 in case of multiple wrong data input
- Automatic detection of malware in incoming e-mails
- Secure, automated storage of suspicious e-mails (spam, malware) in a central quarantine mailbox
- 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 (sustainability), and ensuring service quality and performance control (transparency).

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
 - Site information and news (opening hours, first aid, important contact info, etc.)
 - Booking: Comfortable and reliable booking and allocation of offices, meeting rooms and rest areas
 - Incident: Digital incident reporting and complaint management
 - Canteen: Display of information about meals, prices, etc.
 - Customer Survey: Direct and quick customer survey on current topics of building operation
 - Wishes: Immediate knowledge of current wishes of the building occupants
 - Safe-At-Work: Digital solution to reduce the risk of Covid19 infection in office environments

2.8.3 Solutions for building owners

- Apleona WOM-App: Mobile processing and documentation of real estate services
- Data-based optimization of building services
 - Digital reception
 - Remote Building Operations: Remote control room for controlling building technology
 - Remote monitoring of elevators avoids unnecessary maintenance calls and breakdowns through predictive maintenance
 - 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
- Caterer of the Year 2018: Apleona FoodPrint
<https://www.apleona.com/ueber-apleona/aktuelles/detail/foodprint-mit-caterer-des-jahres-preis-ausgezeichnet/>

2.9 Sustainable Supply Chain

Apleona does not only take its social responsibility within its own company, but also requires its suppliers, sub-contractors 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, service-specific certificates and approvals 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 respective value chain. In order to further develop and integrate sustainability aspects in our procurement process, we conducted special employee training since January 2020 to raise awareness of the holistic issue of sustainability in the value-added respective 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.

In the area of ecological aspects, we ensure compliance with environmental standards when providing services, which are monitored by our project managers on site. In the coming years, we also intend to further specify our requirements for sustainable products and services step by step and communicate them to our service providers, suppliers and subcontractors. This includes, for example, the integration of specifications for sustainable building operation in accordance with GEFMA 160 and the consideration of environmentally friendly products and production methods.

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 procurement 2020 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). Goods and services are procured using a defined category management system that takes various sustainability aspects into account.

3. Ecological Aspects



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 Federal Climate Protection Act aims to reduce greenhouse gas emissions by at least 55 percent from 1990 levels by 2030 and to achieve near greenhouse gas neutrality by 2050. It is expected that the European Union and Germany will adopt further reduction targets in an amendment to the Federal Climate Protection Act in 2021 in order to achieve CO₂ neutrality earlier.

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 CO₂ emissions caused by our business activities are balanced according to the following scheme (see Figure 13):

:

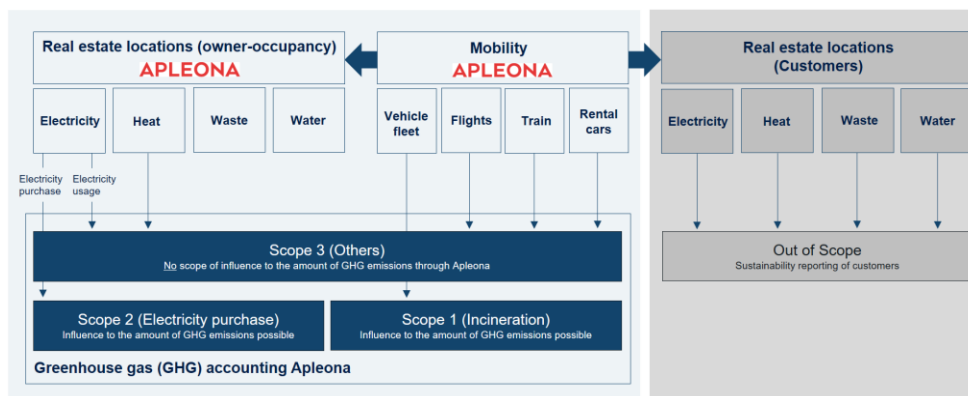


Fig. 13: Calculation Schema for Greenhouse Gas Emissions

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, almost 3/4 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 CO₂ emissions from fossil fuels that are produced during the generation of heat and electricity during the operating phase (climate change). In 2018, for example, existing buildings in Germany had a share of 33.0% of total final energy consumption. Of this building-relevant final energy consumption, 34.2% is generated by commercial real estate and 65.8% 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 CO₂ emissions in our area of responsibility by using our self-used real estate in the most space- and energy-efficient manner possible. Local property management is responsible for managing, monitoring and optimizing the use of real estate, which is handled by defined real estate managers at the respective locations. 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, Switzerland, Ireland and Spain in which a total of over 40% of Apleona's employees are employed at its own sites, 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
 - Implementation of 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 conventional 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 (electricity and heating)

At our largest site in Germany, the corporate headquarters in Neu-Isenburg with more than 450 employees, we carried out various optimizations in 2020:

- Reducing the amount of rental space we use ourselves by 4,225 m² (-29%) by increasing the density and terminating rental space we do not need.
- This will enable us to permanently reduce our electricity and heat consumption and the associated CO₂ emissions by a similar amount.

For 2021, we are planning further measures to optimize consumption of electricity and heat at our sites:

- Implementation of an innovative energy-saving project at the company headquarters using "Recognizer" technology
 - Artificial intelligence controls the building technology for heating, cooling and ventilation in a fully automated way using sensor and weather forecast data
 - Energy savings of approx. 20% p.a. are expected
- Examination of the transition of our purchased electricity to 100% green electricity through bundling contracts for all German sites.

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 CO₂ 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 CO₂ 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 CO₂ emissions for newly ordered passenger cars have been limited to maximum 120 g/km norm consumption for standard brands and 140 g/km norm consumption for premium brands according to the NECF test cycle (New European Driving Cycle). The aim is to reduce the above-mentioned limits by permanently modernizing the vehicle fleet by at least 2.5 % per year (approx. 3.0-3.5 g CO₂/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. An update of the fleet policy to the new valid test procedure WLTP (Worldwide Harmonized Light-Duty Vehicles) will take place in fiscal year 2021.

Every year we record the total fuel consumption and the resulting CO₂ emissions of our vehicle fleet anonymously via our fuel card service provider. Based on the mileage entered by the driver for each refueling operation, average consumption can be calculated for each individual vehicle and for the entire vehicle fleet as an average value of real consumption. The aim is to further reduce the consumption of fossil fuels step by step in the coming years. We are supporting this goal with the following measures:

- Automated information to vehicle owners who have greatly exceeded the average consumption of their company vehicle on two subsequent refuelings. The automated e-mail is intended to raise vehicle users' awareness of the need to drive in a climate-friendly and economical manner.
- Permanent modernization of our fleet by offering economical leased vehicles
- At the site of our corporate headquarters in Germany (Neu-Isenburg), we are planning to install four charging points for electric vehicles as a pilot project. This will enable us to gain important experience in daily practical use.

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 CO₂ 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. CO₂ 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 if a travel time of less than 5 hours is possible by alternative means of transport and refers to the use of rail. In Germany alone, up to 742,000 kilometers were covered by rail as part of business trips in 2020, both long-distance and local transport, which are climate-neutral. This saved around 49,700 liters of diesel or 131.7 t of CO₂ compared to a trip by car.

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 CO₂ 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 CO₂ emissions generated by them. This applies in particular to flights, rail and rental cars. In the course of 2021, we will clarify with the contracted travel service providers which route and emission data can be delivered on a key date basis and a standardized calculation method. By establishing a uniform system, reliable comparisons over a longer period of time will then be possible in the future.

3.1.4 Greenhouse gas footprint

For the first time, Apleona publishes a carbon footprint for the 2020 financial year (see Figure 14). The aim is to identify and quantify the main emission groups and to prioritize and define suitable measures for reduction. The main business processes within the Apleona Group were taken into account when determining the carbon emissions:

- Scope 1: Vehicle fleet (business trips)
- Scope 2: Electricity (rented, self-used locations)
- Scope 3: Heat (rented, self-used locations)
- Scope 3: Business travel (flights, rental cars, rail travel)

Due to a lack of data, the following types of emissions are not yet included in the carbon footprint:

- Cab rides
- Commuting by employees between home and workplace
- Emissions from hotel use
- Emissions from internal and external events

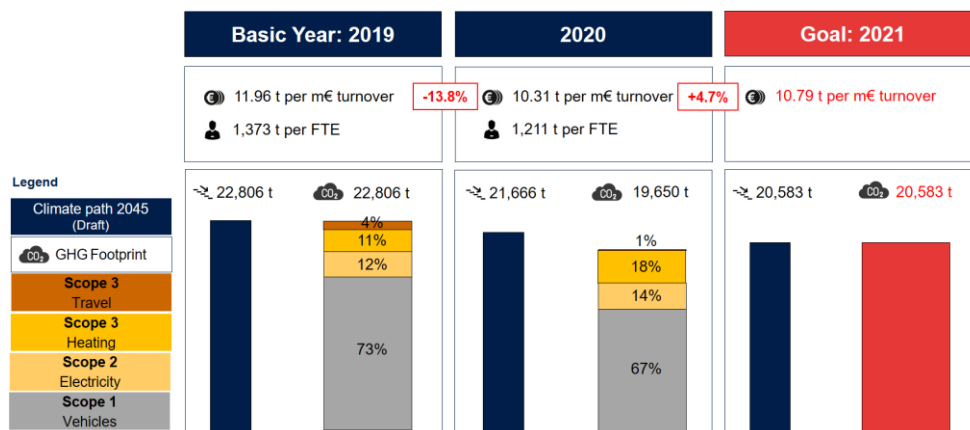


Fig. 14: Carbon footprint 2020

On March 24, 2021, the Federal Court of Justice in Germany ruled that the reduction targets for greenhouse gas emissions must be defined beyond 2031. An amendment to the Federal Climate Protection Act of December 12, 2019 is already in the legislative process. The reference draft (as of May 2021) provides for the following CO₂ reduction targets for Germany compared with the base year 1990:

- by the year 2030: reduction of at least 65 percent
- by 2040: reduction of at least 88 percent
- by 2045: net greenhouse gas neutrality
- after the year 2050: achievement of negative emissions

Apleona has calculated an initial estimate of a possible climate path in advance, which already takes into account the aforementioned climate protection plans of the German government (see Figure 15). This estimate for a possible climate path serves as an initial orientation for the path to nearly climate-neutral business operations by 2045. Corresponding savings targets and measures to achieve the targets will be specified in the coming years and presented transparently as part of this sustainability reporting.

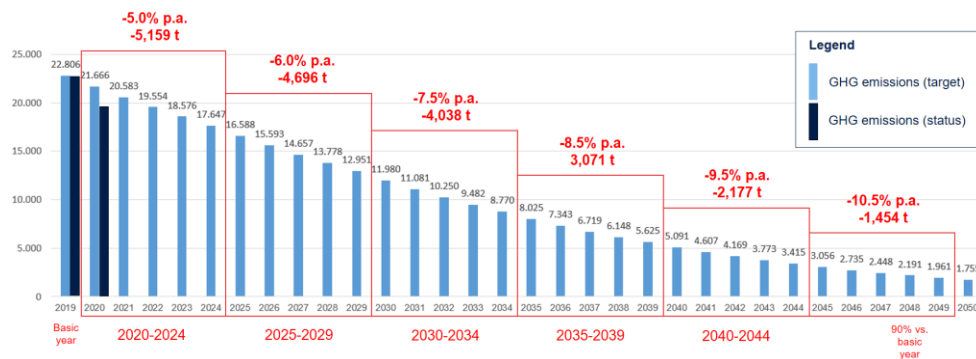


Fig. 15: Draft of a possible climate path 2020-2045

In our choice of measures, we focus on the avoidance and reduction of greenhouse gas emissions (see Figure 16).

	1. Avoid	2. Reduce	3. Compensate
Vehicle fleet	<ul style="list-style-type: none"> Telephone/video conferencing Home office Remote maintenance 	<ul style="list-style-type: none"> Reduced engine power Economical driving style Effective route planning 	Compensation of GHG emissions through investments in climate protection projects
Electricity	<ul style="list-style-type: none"> Consistently switch off electrical devices (light, computer, etc.) Scan instead of printout 	<ul style="list-style-type: none"> Purchase of economical devices Replacement of bulb lamp with LED Activation of power saving mode 	
Heating	<ul style="list-style-type: none"> Consistent shutdown of the heating during longer absences Termination of not needed areas 	<ul style="list-style-type: none"> Seasonally adapted clothing Avoidance of overheating Shock ventilation Use of Recognizer technology (where possible) 	
Business Travel	<ul style="list-style-type: none"> Telephone/video conferencing 	<ul style="list-style-type: none"> Optimized travel planning Climate-friendly mode of transport Train instead of plane 	

Fig. 16: Focus on avoidance and reduction of greenhouse gas emissions

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.

Die breite Beratungs- und Dienstleistungspalette unserer nachhaltigen Immobiliendienstleistungen haben wir auf unserer Website als Übersicht dargestellt:

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

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 especially 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.

As part of the services we provide 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 / Socio-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. Safety walks and discussions by managers have been an important element of behavior-related occupational safety for many years. At the beginning of 2021 we rolled out a Group campaign on the prevention of accidents caused by tripping, slipping and falling.

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. Apleona is certified according to ISO 45001 management systems for safety and health at work.

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; see Figure 17), ASR (Accident Severity Rate) and LTCR (Lost Time Case Ratio).

2019	2020	Goal: 2021
5.40 LTIF	5.15 LTIF	5.05 LTIF

Fig. 17: Accident frequency LTIF (based on 1 million hours) 2019-2021

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)
- Attractive leasing conditions for a company bicycle via the provider JobRad (number of new registrations in Germany 2020: 208 units)
 - of which bicycles: 40 (19.2%)
 - of which e-bikes: 168 (80.8%)

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/2021-03-11_Unternehmensgrundsätze_CSR_Corporate-Social-Responsibility_Apleona_DE.pdf

English: https://www.apleona.com/fileadmin/apleona.com/Verantwortung/2021-03-11_Unternehmensgrundsätze_CSR_Corporate-Social-Responsibility_Apleona_EN.pdf

Apleona has been a signatory of the Diversity Charter since 2008 and is committed to an appreciative and prejudice-free working environment. We also support the Real Estate Industry Code of Conduct on Diversity:

German: <https://www.charta-der-vielfalt.de/ueber-uns/die-unterzeichner-innen/liste/zeige/apleona-gmbh/>

German: https://www.zia-deutschland.de/wp-content/uploads/2021/04/zia_diversitykodex1.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 18.6% (2019: 19.7%) at the end of 2020.

The overall share of women was 36.5% at the end of 2020, down slightly from 2019 (36.9%).

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:

- Fundraising campaigns at our sites (Christmas gifts for disadvantaged children)
- Environmental campaign: Sponsorship of 1,000 tree sponsorships (new plantings in Germany)
- Donation campaign for eastern Romanian families to modernize their homes
- Environmental and social campaign (collecting crown caps and donating the earnings to vaccinate Libyan children)

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 Human rights / Fight against child labor

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 subcontractor or supplier or if a subcontractor 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 subcontractor 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	Initial creation
31.08.2020	2	Complete revision for the 2019 fiscal year
15.06.2021	3	Complete revision for the 2020 fiscal year

Status Report on Sustainability 2020

6.1 Annex: Systematics of Corporate Social Responsibility

Corporate Social Responsibility			
Corporate Sustainability Leadership			
	Economic sustainability	Ecological sustainability	Social sustainability
	<p>1. Organization 5. Fair operating and business practices (Compliance) 6. Consumer concerns</p>	<p>4. Environment</p>	<p>2. Human rights 3. Work practices 7. Integration and community development</p>
	<p>10. Corruption prevention</p>	<p>7.-9. Environment and climate</p>	<p>1.-2. Human rights 3.-6. Labor standards</p>
	<p>Strategy 1. Strategic analysis and measures 2. Materiality 3. Goals 4. Depth of value chain</p> <p>Process management 5. Responsibility 6. Rules and processes 7. Controlling 8. Incentive systems 9. Participation of shareholders 10. Innovation and product management</p> <p>Compliance 19. Political lobbying 20. Behavior conformable to laws and guidelines</p>	<p>Environmental concerns 11. Use of natural resources 12. Resource management 13. Climate relevant emissions</p>	<p>Labour concerns 14. Labor rights 15. Equal opportunities 16. Qualification</p> <p>Human rights 17. Human rights</p> <p>Society 18. Local community</p>
<p>DIN ISO 26000 UN Global Compact</p>	<p>101 Foundation 102 General disclosures 103 Management Approach</p> <p>200 Economic 201 Economic Performance 202 Market Presence 203 Indirect economic Impacts 204 Procurement Practices 205 Anti-corruption 206 Anti-competitive Behavior 207 Tax</p>	<p>300 Environmental 301 Materials 302 Energy 303 Water 304 Biodiversity 305 Emissions 306 Effluents and Waste 307 Environmental Compliance 308 Supplier Environmental Assessment</p>	<p>400 Social 401 Employment 402 Labor/Management Relations 403 Occupational Health and Safety 404 Training and Education 405 Diversity and Equal Opportunity 406 Non-discrimination 407 Freedom of Association and Collective Bargaining</p> <p>408 Child Labor 409 Forced or Compulsory Labor 410 Security Practices 411 Rights of Indigenous Peoples 412 Human Rights Assessment 413 Local Communities 414 Supplier Social Assessment 415 Public Policy</p> <p>416 Customer Health and Safety 417 Marketing and Labeling 418 Customer Privacy 419 Socioeconomic Compliance</p>
<p>German Sustainability Codex</p>			
<p>GRI Global Reporting Initiative</p>			

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6.2 Annex: Materiality Matrix Apleona Group



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6.3 Annex: Materiality Analysis Apleona Group

Corporate Social Responsibility (CSR)			
Corporate Sustainability Leadership			
Economic Sustainability	Ecological Sustainability	Social Sustainability	
1. Skilled Personnel Retention / Operational Excellence / Further training	1. Resource Conservation and Climate Protection	1. Occupational Safety and Health	1. Priority 1
2. Customer Satisfaction	2. Promotion of environmentally-friendly technologies and Sustainable Facilities Operations	2. Attractive Workplace / Well-being	2. Priority 1
3. Profitable Growth / Economic Performance	3. Environmental Protection and Management	3. Diversity / Equal Opportunity	3. Priority 1
4. Compliance / Data Protection	4. Waste Management / Recycling	4. Proportion of Women in Management Positions / overall	4. Priority 1
5. Business Continuity Plan	5. Water / Waste Water	5. Community Outreach	5. Priority 1
6. Risk Management		6. Working Conditions	6. Priority 1
7. Information Security		7. Freedom of Association / Right to Collective Bargaining	7. Priority 1
8. Digitalisation / Innovation / Digital Customer Solutions		8. Human Rights / Combating Child Labour	8. Priority 1
9. Sustainable Supply Chain			

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