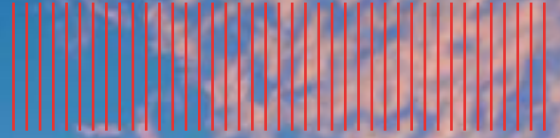


# Status Report on Sustainability 2022







## About this document

**This sustainability report provides an overview of Apleona's activities and objectives regarding governance, the environment and society.**

The report is intended to increase transparency within the Group and to enable our shareholders, customers, suppliers, service providers, subcontractors and other stakeholders to inform themselves about our sustainability efforts.







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# A message from the CEO



**Last year has been yet another exceptional one for the world and Apleona.**

Undoubtedly, 2020 and 2021 will leave their mark on history. The coronavirus fundamentally changed the way we work, live and think about real

estate. Despite working from home and global supply chain disruptions, Apleona realised considerable growth. Twenty-two has brought yet another turning point. The repercussions of the ongoing war in Ukraine are manifold. They include soaring energy prices and high inflation. There is huge uncertainty as to the impact this war will have on subsequent political and economic developments, as well as on our customers, on Apleona and on society at large. Yet again, we managed to thrive despite these challenges. In 2022, Apleona achieved double-digit organic growth, closed several bolt-on acquisitions and welcomed numerous new colleagues across Europe. We were able to overcome these challenges both through our capacity to innovate and to adapt, but first and foremost, due to our closeness to our customers. Through energy efficiency programmes, we helped our customers to not only meet legal requirements but also to secure their operations in case of an energy shortage. Once more, we positioned Apleona as a trusted partner for the management of real estate. However, our ability to master past challenges does not diminish the pivotal character of the challenges yet to come. At Apleona, we acknowledge the urgency to address climate change and other environmental, social and governance (ESG) issues, and have resolved to further accelerate our ESG efforts.

**We are at the crossroads. And we must accelerate our progress towards a sustainable future.**

Climate change is an acute problem. As this report is being finalised, southern Europe is suffering from extreme heat, some of Greece's most popular vacation destinations face devastating wildfires, and much of Europe is stricken by drought. We are, indeed, at the crossroads.

Apleona can look back on a strong sustainability track record – we have reported on sustainability since 2018 and have just secured an EcoVadis Platinum rating for the third time in a row. But we nonetheless decided to critically review our ambition and our enacted measures throughout 2022. This effort has led to an updated strategy as well as a dedicated corporate sustainability function. Throughout numerous interviews with customers, employees and investors, we confirmed our existing ESG strategy, but also identified areas in which we can further accelerate our efforts. The update includes bolder targets, new KPIs and additional measures to propel Apleona forward and make our world and business more sustainable. Decarbonisation continues to be a top priority. So too are the recruitment and retention of technical talent, health and safety, diversity and women in management. To ensure progress and, ultimately, our success, we decided to set up a dedicated corporate function to drive our sustainability strategy and to oversee the various new reporting requirements we face, including incorporating those of the EU Taxonomy and the Corporate Sustainability Reporting Directive into our annual report. Doing so will help us continue to regularly and transparently inform you about our progress on sustainability.



Even though we understand at Apleona about the need to decarbonise our own operations, the real lever we pull to advance sustainability is in helping our clients' premises become energy efficient. Today, 40% of energy consumption is related to real estate, 50% of the European building stock is over 50 years old and a remarkable 75% of real estate in the European Union is energy inefficient. We have been working for several years with key clients on programmes to increase the energy efficiency and ultimately lower the carbon footprint of their premises. Close collaboration and the willingness to jointly innovate have led to astonishing results, in terms of both monetary and CO<sub>2</sub> savings. Professional facility management and modern contract models are the enabler of an energy efficient and carbon neutral building stock. Understanding the challenge, and recognising the opportunity, we are constantly expanding Apleona's offering of green real estate solutions. These solutions stretch from the optimisation of existing systems to the replacement of outdated technology. Where possible, we provide customers with digital solutions to improve the energy efficiency of their premises.

Recognizer – an Apleona partner company – is a prime example of how artificial intelligence (AI)-controlled building optimisation can save 20–30% of energy per year. We are convinced that Apleona's positive handprint – carbon savings that we deliver for our clients – is already outgrowing our footprint. In the future, we plan to make this positive impact even more visible.

I want to thank our more than 20,000 employees across Europe who contribute to our success and our joint mission to deliver a more sustainable future. I also wish to thank our customers for their trust. Together, we can make real estate more sustainable.

Dr. Jochen Keysberg  
CEO



# 1. Introduction







# 1.1 About Apleona

Apleona is a leading European real estate services provider and facility manager based in Neu-Isenburg, near Frankfurt am Main. Over 20,000 employees in more than 30 countries manage and operate real estate across all asset classes, types of production facilities, and cross-regional and country portfolios. Its customers include market-leading companies from a wide range of industries, including technology, finance, healthcare, chemicals, automotive and information and communications technology. The range of services it provides extends from integrated facility management, building services engineering and interior fit-outs to commercial services and real estate management.

Apleona's business model focuses on technical services, most of which the company provides itself. The company's regional focus is on the area covered by Germany, Austria and Switzerland. With its partnership-based contracting models, innovative products and digital solutions, Apleona helps its customers develop and implement ESG, workplace and portfolio optimisation strategies.

# 1.2 About this report

We are convinced that long-term business success can only be achieved where economic, environmental and sociocultural concerns are reconciled with legal requirements and ethical behaviour. In fulfilling our social responsibility, we are guided by the four pillars of sustainability.

The graphic below provides a schematic overview of the value system, the individual aspects of which are also described by:

- ≡ the seven core topics on social responsibility in accordance with DIN EN ISO 26000,
- ≡ the 10 universal principles of good corporate governance as defined by the UN Global Compact;
- ≡ the framework of the German Sustainability Code (DNK); and
- ≡ the Global Reporting Initiative (GRI) (see Figure 1).

All aspects of sustainability can be grouped into the four pillars of governance, economy, ecology and social affairs.

Corporate social responsibility (CSR)				
Sustainable and value-oriented corporate				
	Governance		Economic sustainability	Ecological sustainability
DIN ISO 26000	1. Organisation		5. Fair operating and business practices (Compliance) 6. Consumer concerns	4. Environment
UN Global Compact	Statement by corporate management		10. Corruption prevention	7.-9. Environment and climate
DNK German Sustainability Code	<b>Strategy</b> 1. Strategic analysis and measures 2. Materiality 3. Goals 4. Depth of value chain	<b>Process management</b> 5. Responsibility 6. Rules and processes 7. Controls 8. Incentive systems 9. Participation of shareholders 10. Innovation and product management	<b>Compliance</b> 19. Political lobbying 20. Behaviour conforming to laws and guidelines	<b>Environmental concerns</b> 11. Use of natural resources 12. Resource management 13. Climate-relevant emissions
GRI Global Reporting Initiative	101 Foundation 102 General disclosures 103 Management approach		<b>200 Economic</b> 201 Economic performance 202 Market presence 203 Indirect economic impacts 204 Procurement practices 205 Anti-corruption 206 Anti-competitive behaviour 207 Tax	<b>300 Environmental</b> 301 Materials 302 Energy 303 Water 304 Biodiversity 305 Emissions 306 Effluents and waste 307 Environmental compliance 308 Supplier environmental assessment

Figure 1: Systematics of social responsibility



We publish an annual Sustainability Status Report, which describes all relevant economic, ecological, social and organisational aspects of our business activities. It covers all the company's business units (see Figure 2). The purpose of this Status Report is to communicate our goals, activities and current status on key economic, environmental, sociocultural and organisational aspects. The Status Report is available for download from our website by our stakeholders, whether investors, financial institutions, customers, business partners, suppliers, service providers, non-governmental organisations or the general public.



Figure 2: Business unit structure



CSR)		
e governance		
Social sustainability		
2. Human rights 3. Work practices	7. Integration and community development	
1.-2. Human rights 3.-6. Labour standards		
<b>Labour concerns</b> 14. Labour rights 15. Equal opportunities 16. Qualifications	<b>Labour concerns</b> 17. Human rights	<b>Society</b> 18. Local community
<b>400 Social</b> 401 Employment 402 Labour/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 labour 409 Forced or compulsory labour	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	

Various standards have been established for sustainability reporting, such as:

- ≡ the DNK German Sustainability Code,
- ≡ The GRI, and
- ≡ The Value Reporting Foundation (formerly SASB Sustainability Accounting Standards Board)

Apleona includes, in its Status Report, individual aspects of the above-mentioned reporting standards, but we do not implement any of them fully. In future, we will focus our efforts on adopting the new European regulation on sustainability reporting.

The Corporate Sustainability Reporting Directive (CSRD) sets the standard for the future of sustainability reporting in Europe. Its goal is to put non-financial sustainability reporting on an equal footing with financial reporting. We are monitoring the development of the law and preparing the company for reporting based on the CSRD guidelines. Implementation is envisaged for the 2025 reporting year at the latest, provided that the European standard is finalised in good time.

12 In our reporting, we are currently guided by the classification of the seven core topics on social responsibility in accordance with DIN EN ISO 26000 (Guidance on the Social Responsibility of Organisations) and the 10 universal principles of responsible corporate governance in accordance with the UN Global Compact.

The aim is to enhance reporting by collecting data on sustainability aspects across the Group in a progressively detailed and standardised manner. Changes stemming from the merger with the Gegenbauer Group in July 2023 will be reflected in our 2023 Status Report.

# 1.3 Organisation and governance

## 1.3.1 Organisational structure and governance

Organisationally, the overarching issue of sustainability is the responsibility of the Executive Committee, comprising the Chief Executive Officer (CEO), the Chief Financial Officer (CFO) and the two Chief Operating Officers (COOs). Developments and events in the business and their impact on key sustainability aspects are discussed and assessed at regular meetings. If necessary, measures are initiated or business processes modified to achieve defined sustainability goals. These goals are set out in specific Group guidelines and instructions issued by departments including those such as Sustainability, Human Resources, Health, Safety, Environment and Quality (HSEQ), Operational Technical Support, Compliance, Procurement, and Risk Management. Key performance indicators (KPIs) are used to control and monitor the defined sustainability goals, provided they can be determined with a reasonable effort.



Figure 3: Organisational treatment of sustainability aspects



A new Sustainability Department was created in 2022 to develop and manage Apleona's sustainability activities, in particular to prepare and coordinate the new requirements for non-financial reporting. This will further embed sustainability in the organisation. The department drives the development of measures, reports and targets across the Apleona Group. The Executive Board is advised by an interdisciplinary working group – Network Sustainability and CSR – made up of employees across the Group. The working group meets four times a year to discuss existing sustainability issues and assess new ones. Emerging issues are escalated to the Executive Board, including concrete governance and monitoring measures and KPIs, as appropriate.

The internal network consists of staff from corporate support functions as well as subject matter experts from operations (see Figure 3). The heads of the respective business units and local management are responsible for the operational implementation of the sustainability goals at individual Apleona locations.

Key governance documents for sustainability reporting are available for download from our website.



[Group Policy on Corporate Social Responsibility](#)



[Group Principles on Universal Human Rights](#)

## 1.3.2 Governance documents

CSR (corporate social responsibility) is an important cross-cutting topic that directly or indirectly affects all corporate divisions in economic, environmental, sociocultural and organisational terms. The growing importance of non-financial reporting, especially with regards to ESG requires an extension of the perspective to include these sustainability issues. For this reason, the topics of “social responsibility” and “sustainable and value-oriented corporate governance” are an integral part of our corporate values. They are ensured and continuously developed through clear management responsibility and specific Group guidelines and instructions on individual priority topics (see Figure 4).

14

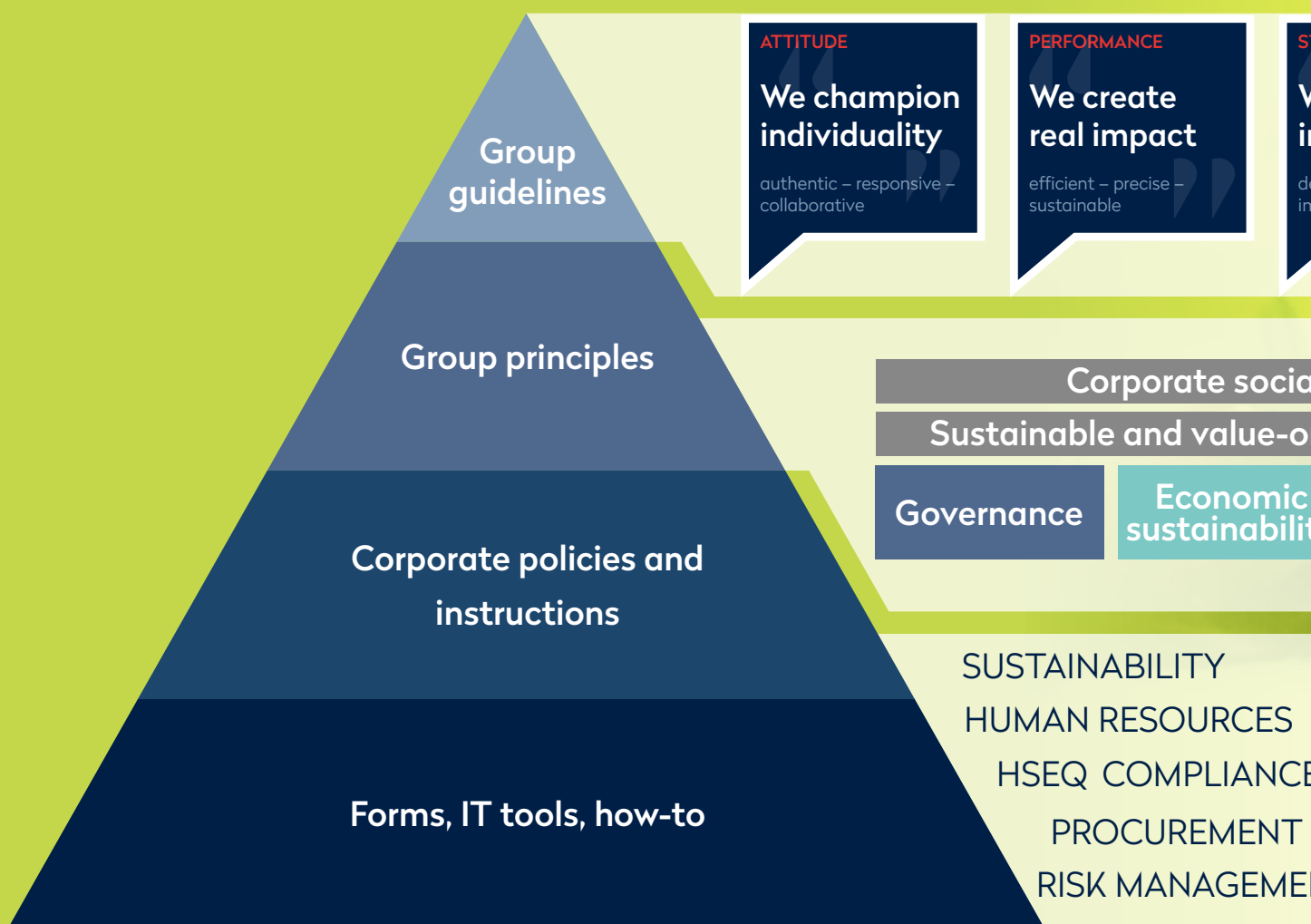


Figure 4: Structure of sustainability governance documents



STYLE  
We strive to  
inspire  
dedicated – smart –  
imaginative

“We develop and realise solutions (...) focused on efficiency and the long-term.”

l responsibility (CSR)

oriented corporate governance

ty Ecological sustainability Social sustainability

“Social responsibility and sustainable and value-oriented corporate management are integral to our corporate values.”

E  
NT  
“We ensure that we address them by assigning clear management responsibility and specific Group guidelines and instructions on individual priority topics.”

# 1.4 Ratings and third-party platforms

## 1.4.1 United Nations Sustainable Development Goals

Apleona has been a member of the United Nations Global Compact (UNGC) since 2017. Within the framework of this membership, we support the 10 universal objectives

of the UNGC across four main categories: the fight against corruption, human rights, working conditions and environmental protection.



Figure 5: 17 Sustainable Development Goals and the UN Global Compact



In addition, we particularly contribute to the following two objectives from the catalogue of 17 Sustainable Development Goals (SDGs), as we possess particularly high expertise in these areas:

- ≡ **Goal 3:** Good health and well-being
- ≡ **Goal 13:** Climate action

These priorities are in line with our Group-wide ESG strategy.

ogy Social

the UN Global Compact

- and climate
- ⊖ 1.–2. Human rights
  - ⊖ 3.–6. Labour standards

Sustainable Development Goals



We describe our specific contributions to the above two objectives in Chapter 3 (Apleona and the environment) and Chapter 4 (Apleona and society). We publish a separate progress report annually in support of the SDGs (COP

Communication on Progress), which can be found on the UN Global Compact website.

## 1.4.2 Sustainability rating by EcoVadis

Apleona's sustainability performance is assessed annually by EcoVadis, a leading independent global provider of corporate sustainability ratings. It uses 21 individual indicators to assess the integration, documentation and quality of sustainability aspects of companies and their supply chains.

The EcoVadis sustainability rating covers more than 100 questions, which are grouped into four main topics:

- environment and energy
- labour and human rights
- ethics (compliance) and
- sustainable procurement.

18

Valid: January 2021 to January 2022

Valid: April 2022 to April 2023

Valid: July 2023 to July 2024



**Goal  
2024:**



Figure 6: Our EcoVadis sustainability ratings for Apleona GmbH

For the various individual topics, comprehensive supporting documents must be submitted annually in the audit process.

We are committed to regular, independent sustainability assessment by EcoVadis (see Figure 6). We aim to meet this goal by improving our performance in all the sustainability

aspects we have defined, which are also the content of this Status Report. We publish our most recent certificate on our website:



**Apleona's Responsibility**



In July 2023, our sustainability performance was awarded a platinum certificate by EcoVadis for the third year in a row. With this external evaluation, we aim to create a general sense of confidence among our stakeholders that we take sustainable aspects into

account when providing our services, and that we comply with environmental and social standards in a verifiable manner. For 2024, we have set ourselves the goal of a renewed platinum ranking.

Figure 7:

## Other awards and certifications for the Apleona Group



### 1.4.3 Sustainability platforms

Our clients increasingly use non-financial reporting to monitor their suppliers' compliance with minimum environmental and social standards. They often use third-party platforms to ask their ESG questions, with the platforms used varying depending on the business sector. A selection of platform providers is listed below.

Apleona's sustainability data is usually only available to the client or to other clients in the same industry (e.g., the NQC platform is used by many car manufacturers). We are therefore publishing here the 2022 results achieved by Apleona in ESG audits on the respective platforms (Figure 8).

20










	AUDITED COMPANY	RESULT	Other platforms
	<ul style="list-style-type: none"> <li>≡ Apleona GmbH</li> <li>≡ Apleona Real Estate GmbH</li> <li>≡ Apleona UK Limited</li> </ul>	<p>platinum</p> <p>silver</p> <p>bronze</p>	
	<ul style="list-style-type: none"> <li>≡ Apleona GmbH, head office</li> <li>≡ Apleona Ahr Cleaning Ltd</li> </ul>	<p>100%</p> <p>100%</p>	
	<ul style="list-style-type: none"> <li>≡ Apleona GmbH</li> <li>≡ Apleona Nordost GmbH</li> <li>≡ Apleona Südost GmbH</li> </ul>	<p>94%</p> <p>95%</p> <p>96%</p>	
	<ul style="list-style-type: none"> <li>≡ Apleona Group</li> </ul>	<p>status green</p>	
			

Figure 8: Online platforms for collecting ESG data (a selection)

Apleona's profile on Integrity Next is publicly available to all interested stakeholders.

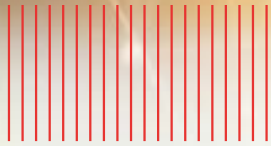








## 2. Materiality and strategy









## 2.1 Materiality assessment

We have undertaken a materiality analysis to identify the most important sustainability issues that may influence Apleona's business.

The basis for the materiality analysis is a holistic consideration of the most important business processes and resources required for the provision of our services.

The following overview also illustrates our company's relationship with suppliers, external service providers and subcontractors who supply goods or perform services on our behalf.

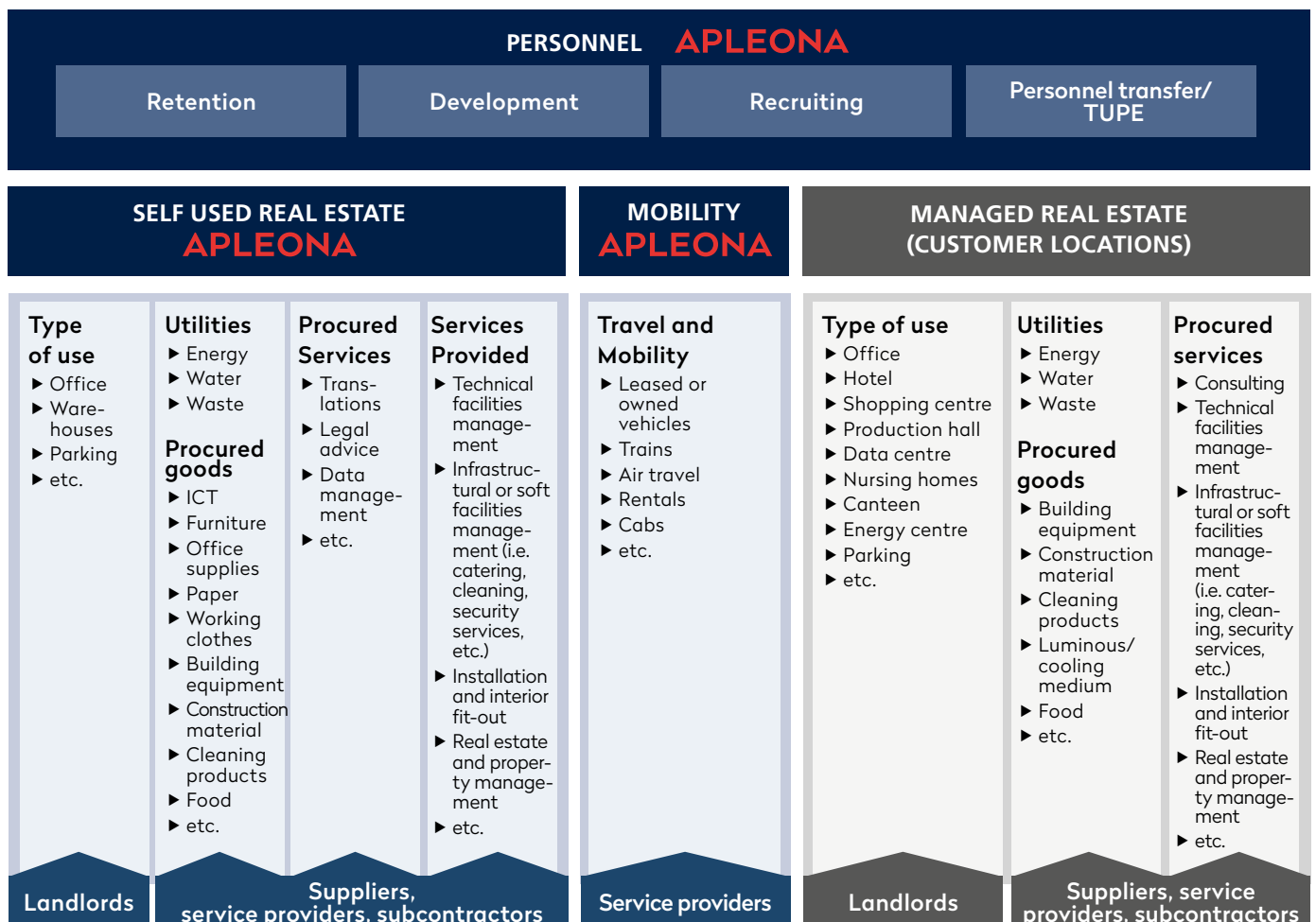


Figure 9: Overview of key business processes and resources

Does not take into account resource consumption, as this is the responsibility of the customer





Carrying out our business activities and the use of the resources required for them have direct and indirect impacts on all aspects of sustainability to varying degrees. The materiality analysis structures and prioritises these impacts and assigns them to overarching sustainability issues. This helps us to maintain an overview of our impacts and focus on the key issues for improving sustainability. The materiality analysis pays particular attention to business processes and resources which:

- ≡ can be influenced by our own actions;
- ≡ have the greatest impact on sustainability; and
- ≡ represent the greatest risk potential for the future.

In 2022, we revised Apleona’s ESG strategy. In addition to management and the sustainability department, we involved a number of various stakeholder groups in the refinement of the ESG strategy. These included financial institutions, investors, customers, suppliers and employees from other specialist departments. This helped to validate the various aspects of sustainability and verify their relevance to our business operations and individual stakeholders. This process ensures that all material sustainability issues are considered and prioritised in our reporting.

Figure 10 provides a matrix of our identified sustainability aspects, with their impact on the business activity on the x-axis, and the relevance for our stakeholder groups on the y-axis.

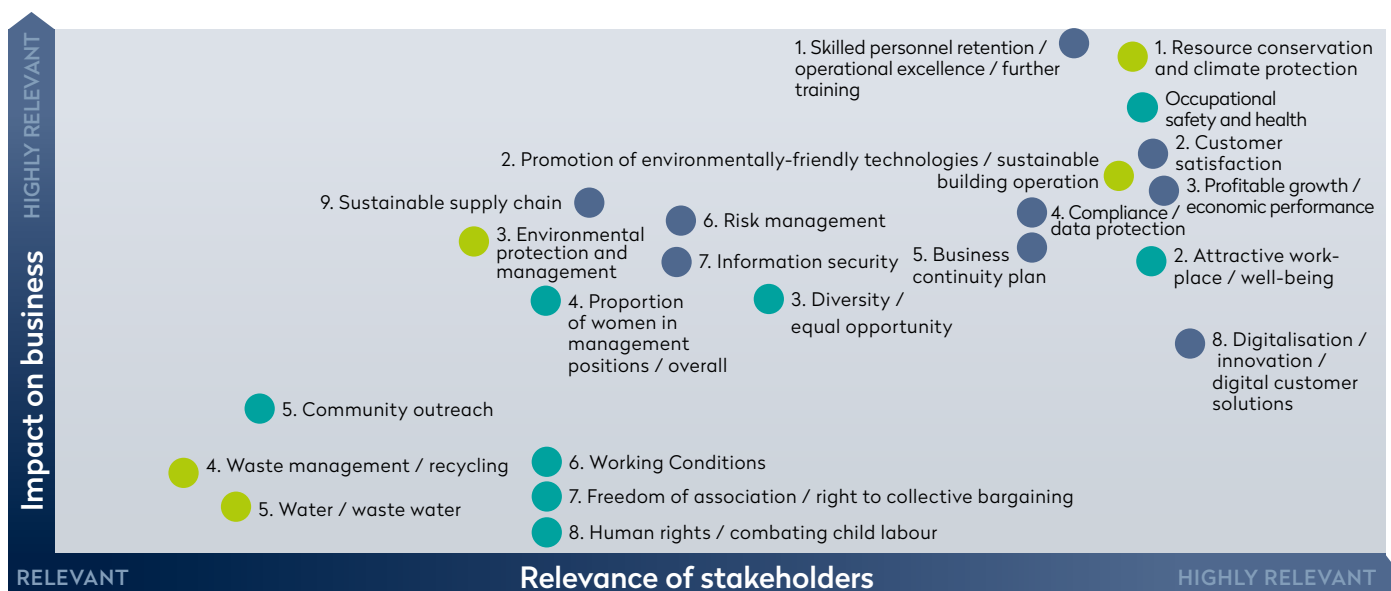


Figure 10: Materiality matrix – Apleona Group

● Economic objectives ● Ecological objectives ● Social objectives

## 2.2 Our sustainability strategy

The outcomes of the materiality assessment and insights obtained during the process constitute the foundations of our updated sustainability strategy and our new vision statement:

**Sustainability as the foundation of our service portfolio and thus the clear positioning of Apleona as a sustainable partner for our customers**

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From this point, we intend to tackle material issues with more boldness and decisiveness, ensuring that sustainability becomes a key selling point for Apleona.

To turn our vision and goals into tangible results, we have assigned a priority level to each relevant matter: Comply, Compete and Lead. Lead items are Apleona's highest priority (as shown in Figure 9), and come with short- and long-term targets, as well as regular tracking by a dedicated Project Management Office. Compete items are second in importance. These targets are slightly more modest, but we track them regularly. Any regulatory or customer requirements are categorised as Comply and will always be diligently addressed. This tailored management approach aims to direct our focus and resources towards making the greatest impact for our customers, employees and society.



Following the management approach described above, we have established both quantitative and qualitative targets for each relevant matter. Each item has been assigned at least one main KPI and several supporting KPIs. The following pages refer to a considerable number of these targets and KPIs. As we have updated and extended these targets, we have also revitalised existing initiatives and implemented new ones to help us meet them. Some measures will have an immediate impact while others will take longer to bear fruit. We will continue to provide updates on our targets and corresponding actions in future status reports.

Just as the pace of change in the world has acted as a catalyst for upgrading our current ESG strategy and targets, we anticipate that the forthcoming CSRD regulation will require further updates to our reporting. As this report is being compiled, we are prepared to carry out first materiality assessment, following the 'double materiality' approach – assessing the impact we have on social and environmental issues, and the impacts these issues have on us as a company. We envisage that the analysis will strengthen our prevailing strategy whilst drawing attention to new material topics. We will approach these vital subjects with the same level of thoroughness and care as we do with all business affairs. We anticipate that our 2023 Status Report on Sustainability will offer an initial perspective on the results of our materiality assessment .



## LEAD

Apleona as a pioneer in our industry, with a clear leadership position



≡ **Resource and climate protection:** we plan to become part of the Science Based Targets initiative (SBTi) in 2024 and subsequently reduce direct emissions significantly



≡ **Health and safety at work:** we commit to measurably improve workplace safety, the health of our employees and reduce occupational accidents by implementing effective strategies



≡ **Employee retention and recruitment:** we will maintain and improve Apleona's ability to attract and retain talent



≡ **Sustainable services:** we will expand our portfolio of green real estate solutions and make Apleona's positive CO<sub>2</sub> handprint measurable



≡ **Digitalisation:** we will continue the digitalisation of our operational processes and further expand the portfolio of digital facilities management solutions and services

010110  
10100  
01100  
10110

27

## COMPETE

Apleona on the same level as our main competitors, or above



≡ **Diversity and inclusion:** we will continue to make Apleona an inclusive workplace for all



≡ **Women in leadership positions:** we will promote technical professions among women and attract female talent in facility management



≡ **Risk management and cyber security:** we plan to enhance our risk mitigation practices and cyber security capabilities



≡ **Business continuity:** we will establish new processes and improve existing ones to ensure business continuity in case of adverse events



≡ **Compliance:** we will maintain and continuously improve our existing processes and practices

## COMPLY

Apleona to implement reporting obligations and meet customers' demands in a compliant manner



≡ **EU Taxonomy:** we plan to identify and disclose revenues that support the six environmental objectives of the European Union



≡ **LkSG/CSDDD:** we will ensure compliance with human rights along the value chain



≡ **CSRD:** we commit to upgrading our existing sustainability reporting by implementing the CSRD



≡ **Customer requests:** we will ensure compliance with the sustainability requirements of our customer

### 3. Economic aspects



The background image is a composite of financial and economic symbols. At the top, there is a candlestick chart with yellow and white bars. Below it, a line graph shows a blue line rising to a peak and a white line falling to a trough. In the lower right, several coins are visible, some in focus and some blurred. The overall color palette is dominated by yellow and blue. A white rectangular box is positioned in the middle-left area, containing the text '3. Economic aspects' in a bold, dark blue font.





28,159.43

## 3.1 Operational excellence and talent

The successful recruitment of employees is a key success factor for our ambitious growth strategy and the future of our company. At the same time, the retention and continuous development of our existing staff is also fundamental, so that our customers can continue to benefit from the extensive experience of our seasoned employees.

As a real estate service provider, we rely on well-trained, experienced and customer-oriented employees who, through their expertise and commitment, ensure the economic success of our company. We therefore strive to keep employee turnover as low as possible, since the departure of good employees and the search for equivalent replacements incurs economic costs. We therefore focus on ensuring that all employees have a physical and cultural environment in which they feel valued and can develop their individual strengths.

Employee resignations cannot be completely avoided, for example when family or personal circumstances require our employees to change their place of residence, and in such cases Apleona is unfortunately not always able to offer a job close to home or an equivalent position. Nevertheless, we aim to keep the turnover from employees leaving on their own terms as low as possible. We aim to keep the annual rate of employee resignations at less than 15% on a sustained basis (see Figure 11). We support this objective through the following measures:

- ≡ An offer of a job close to home when changing residence, if possible;
- ≡ Agreement on new working time models to support family care or care services; and
- ≡ Annual employee appraisals to present prospects for professional and personal development within the company.

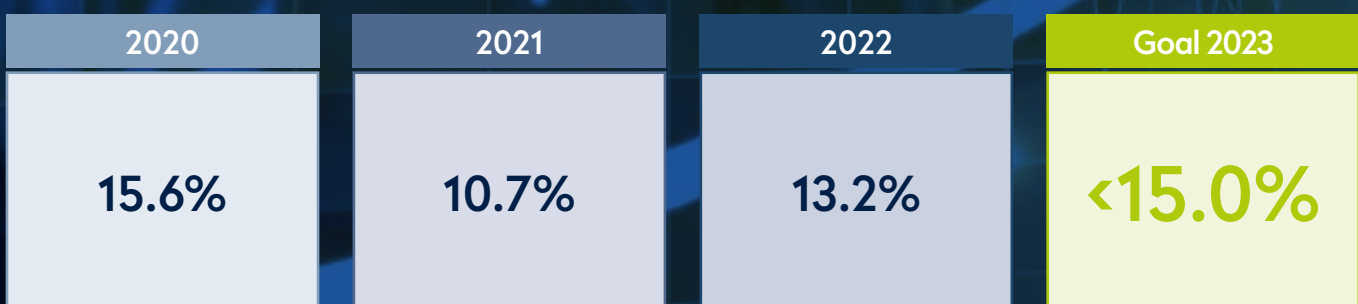


Figure 11: Share of annual employee terminations as a percentage of total employees, 2020–2022



Customers expect us to provide services of a quality that meets both regulatory and individual customer requirements. This relies on well-trained staff who provide the necessary services locally with technical and social competence. Quality assurance includes internal audits, training courses and qualification concepts for our employees. We offer a wide range of internal and external training courses for the development of professional and personal skills, which are constantly updated in close cooperation with the operating entities.

A network of central experts from HSEQ, Operational Technical Support, and our Centre of Competence Energy & Sustainability supports our operating units with various knowledge management systems and communication tools in order to comply with current standards and legal requirements when providing our real estate services onsite.

Apleona is an attractive company for training commercial, industrial and technical professionals worldwide, with 428 trainees in 25 apprenticed professions. To ensure we attract sufficient junior staff, we aim to continue our training activities with at least 400 apprentices per year (see Figure 12).

The goal is to meet the medium- and long-term labour and skills needs of the company through in-house training and continued employment. We support this goal through the following measures:

- ≡ Investment in technical tools and components to ensure practical training in our own training facilities onsite;
- ≡ Close cooperation with local chambers of industry and crafts; and
- ≡ A presence at vocational orientation events at schools and job fairs to attract new apprentices.

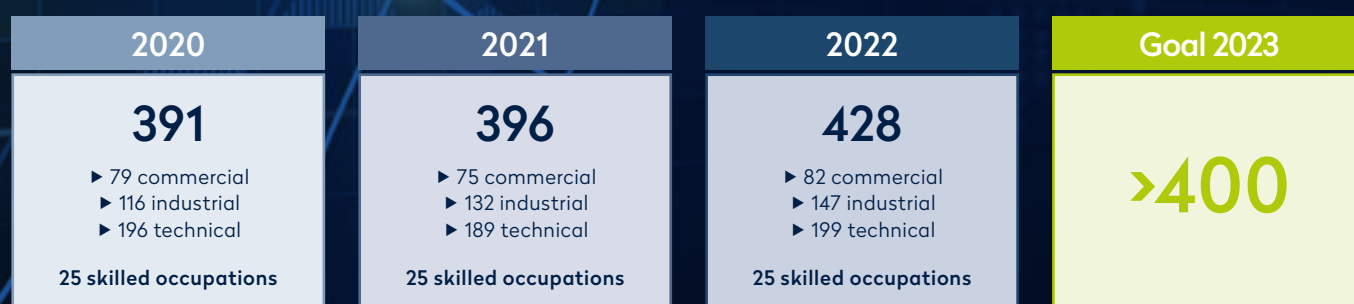


Figure 12: Number of apprentices 2019–2021

## 3.2 Customer satisfaction

We support our clients with our comprehensive services to ensure and permanently optimise the profitability and value of their properties during the operating phase. The common goal is the satisfaction of the building users, whose unimpeded rental payments represent the economic basis of real estate management. We work closely with real estate owners or their representatives (e.g., real estate managers, plant and project managers, etc.), as well as other commissioned actors such as asset, fund, property, facility and centre managers. We also regularly provide real estate services by direct order of the building owner.

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Due to our physical presence onsite and proximity to the property, direct access to relevant technical, commercial and user-specific building data, as well as direct contact with building users, we can quickly recognise economic, technical, infrastructural, organisational and user-related weak points of the building operation and eliminate inefficiencies, wasted resources, excess emissions (CO<sub>2</sub>, noise, dust, etc.) and issues impacting user comfort in a timely manner, as well as carry out necessary repair, installation or modernisation measures. In addition, we support our customers on their way to a CO<sub>2</sub>-neutral building stock by 2045 through innovative real estate services.

The satisfaction of our customers and building users is always at the heart of everything we do. Customer satisfaction is the essential basis for repeated assignments as well as long-term, collaborative and stable business relationships. It is one of the most important economic components in our people-centric business. We therefore place the highest value on first-class quality of the services we provide, as well as of the services of our suppliers, service providers and subcontractors, especially regarding customer orientation, transparency and compliance, quality of advice and execution, and environmental, occupational and health protection.

To this end, we have a long-established integrated management system. An essential part of quality assurance is a set of internal and external audits to monitor compliance with our standards and the implementation of appropriate measures for continuous improvement.

Our units are certified according to the following essential standards (see Figure 13):

- ≡ DIN EN ISO 9001 Quality Management
- ≡ DIN EN ISO 27001 Information Security
- ≡ DIN EN ISO 14001 Environmental Management
- ≡ DIN EN ISO 50001 Energy Management
- ≡ DIN ISO 45001 Occupational Health and Safety
- ≡ ICG Compliance Management System

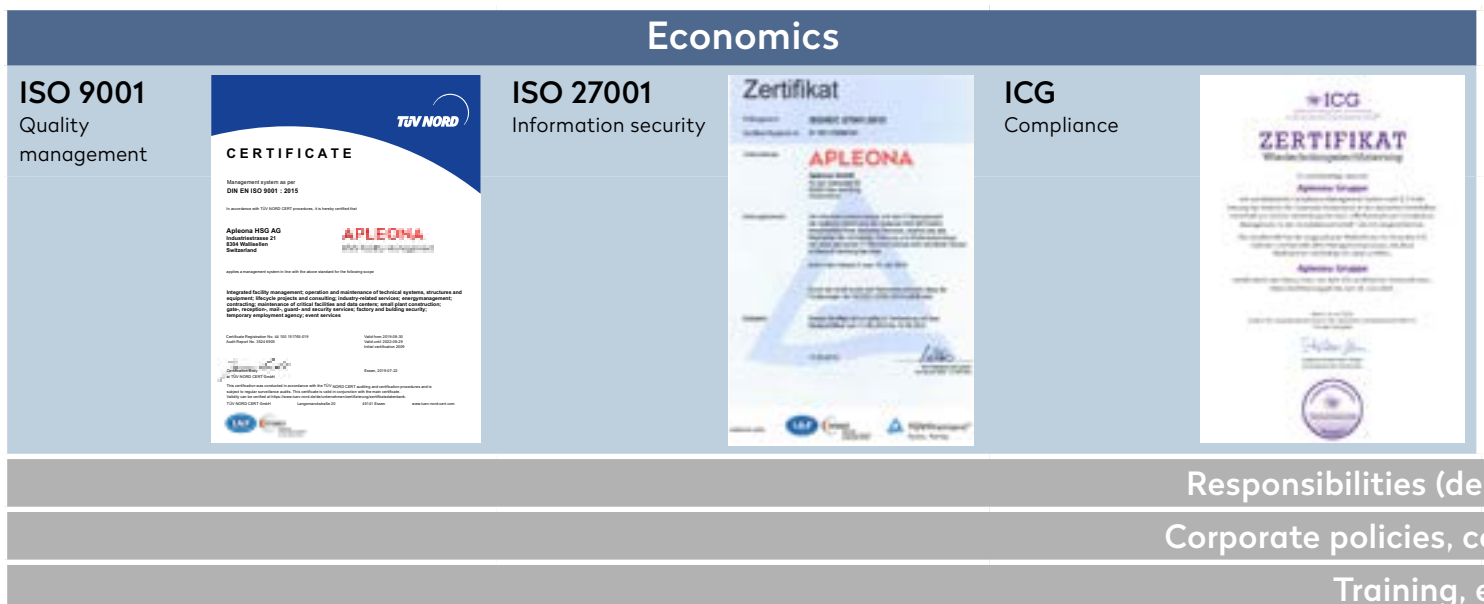


Figure 13: Quality assurance through integrated certification system



In the spirit of transparency, we have made all our certificates available for download on our website.

## Certificates, audits, verifications and awards

It is important for a lasting customer relationship to recognise changing customer needs at an early stage in order to be able to provide the required services quickly, reliably, accurately and with the support of modern digital technologies. In addition to a detailed knowledge of the customer's essential core and secondary processes, as well as the technical and functional equipment of their properties, plants and production sites, this also requires intensive communication with the customer. The following measures are therefore part of the Apleona standard of service:

- ≡ Customer proximity: We have a network of decentralised locations to ensure we are close to our customers' properties and plants
- ≡ Consulting expertise: We offer recommendations for action for sustainable property use/management and support for CO<sub>2</sub>-neutral building stock by 2045
- ≡ Innovation: We provide digital solutions to increase convenience and resource efficiency for users and owners through the use of AI
- ≡ Responsibility: We fully or partially assume the owner's statutory operating obligations
- ≡ One-face-to-the-customer: We have a key account structure for supra-regional or global customer support

- ≡ Industry cluster: We pool our specific expertise for various industrial sectors
- ≡ Start-up: Our specialised team of experts provides temporary support for new mandates for a smooth transition to regular operations
- ≡ Transparency and digitalisation: We can help with digital ticketing, mobile processing and documentation to invoicing via an app (digital work order management)
- ≡ Energy procurement: We offer energy audit, price optimisation and volume discounts through bundled electricity and heat volumes when taking over energy procurement and management
- ≡ Feedback: We conduct regular customer interviews during or after project completion.

Direct feedback from our clients after the delivery of our services is important to help us adapt and optimise our service quality to the individual, site-specific requirements and wishes of our clients. For this reason, we place great emphasis on direct, personal and open communication with the client and the project participants. Only in this way can organisational or technical weaknesses, inefficiencies and potential for improvement be identified in detail and optimised in a targeted manner. Online-based net promoter score surveys are not suitable in our view, due to their lack of detail. We therefore prefer face-to-face feedback meetings to build a trusting, collaborative and long-term relationship with our customers.

Ecology		Social	
<b>ISO 14001</b> Environmental management		<b>ISO 50001</b> Energy management	
<b>ISO 45001</b> Occupational health and safety			

## 3.3 Economic performance

Our goal is to further expand our position as a market-leading provider of real estate services in Europe. The basic prerequisite for the economic provision of services in the complex environment of the real estate industry is the consistent digitalisation of the data generated in the course of our business activities and its processing via a fully cloud-based IT infrastructure. This applies both to data from our internal processes and to our customers' real estate-related data.

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To increase profitability, we are constantly improving our internal procedures, processes and use of resources. Systematic digitalisation and automation of our most frequent internal processes, as well as the organisation of our knowledge management and our internal communication via digital platforms and collaboration tools, provide a major lever for this.

To accelerate this digitalisation process, we have our own central 'Apleona GO' department, which actively supports and accompanies the implementation of digital solutions, from conception, to roll-out, to practical phase evaluation. Optimisation measures are initiated by the operational units, which contribute their practical experience to solution development. Digital solutions we have implemented include:

- ≡ Full coverage of field staff with iPads
- ≡ Digital order processing via a cloud-based app (Apleona Work Order Management)
- ≡ Digital, remote access to property and asset information (Apleona object map)
- ≡ Digital release and approval processes
- ≡ Digital master data maintenance
- ≡ Digital resource planning (personnel, material) for reliable order processing
- ≡ Digital time recording (Apleona DZE)
- ≡ Digital inventories and quality controls (the AQUA Apleona Quality App)
- ≡ Digital ordering process via defined framework contract partners (Apleona NEWTRON)
- ≡ Digital supplier evaluation and selection according to defined criteria (Apleona NEWTRON).

To further improve our processes, we will gradually introduce more digital measures to streamline our internal and external processes in the upcoming months. The coordination of these actions will be led by Apleona GO.

We present our digital customer solutions using real estate and user-relevant data in detail in the Digitalisation and innovation chapter, on pages 38-41.





# 3.4 Compliance and data protection

Apleona's Compliance Policy consists of a Code of Conduct and the associated Group policies and instructions. To support this Policy, the company has a compliance management system (CMS) designed to ensure that the Group, its companies, executive bodies, executive body members and employees act in a rule-compliant and ethically-correct manner and avoid violations of the rules and the ethical standards of the company. The CMS is constantly developed and adapted to changing operational and regulatory circumstances and risks.

Employees are informed and trained about compliance regulations via e-learning at their PC workstations and in face-to-face training courses. This includes issues such as the right behaviour in tackling corruption, competition and antitrust law, HR compliance and money laundering prevention. Apleona's HR departments manage the e-learning, as well as record and document in-person training courses. In 2022, we ran two mandatory training courses on compliance and anti-corruption via the e-learning platform.

The existing Apleona CMS was recertified in July 2021, following an intensive audit process in accordance with the internationally recognised IDW PS 980 standard. The certificate is valid until the end of June 2024 (see Figure 14). To ensure that the company continues to meet the highest standards in terms of compliance, we have already begun the process for a new certification in spring 2024. Renewed certification will be carried out once the validity of the current certificate has expired, and will ensure that we continually demonstrate our commitment to compliant and ethical conduct.

In early 2023, a mandatory compliance refresher was also introduced, which applies to all employees with a PC workstation. This training is repeated annually to ensure that all employees are continuously informed about compliance policies.

The handling of confidential information requires diligence and good judgement on the part of the people who receive it during the performance of their business activities. Personal data of all kinds must be carefully protected against unauthorised access and misuse by unauthorised external parties as well as by people within the company.

The current certificate is available on the Apleona website and can be consulted by commissioning parties, customers, business partners and the interested professional public.

## Compliance and human rights

Figure 14: Compliance management system – certification



Our customers also expect confidential, careful and legally compliant handling of this data when exchanging sensitive information. Our Group Policy on Data Protection regulates the handling of personal data on the basis of the legal provisions of Germany's Federal Data Protection Act (BDSG), the EU General Data Protection Regulation (GDPR), and other applicable regulations on data protection.

Appropriate and regular training measures raise our employees' awareness of this topic and help to ensure proper behaviour. Compulsory training on data protection is regularly provided via our e-learning platform. In 2023, we will conduct refresher training on data protection.

36 Apleona has a very high level of data protection. In 2022, only four reportable data breaches were recorded (see Figure 15). Most of the data protection requests registered by Apleona relate to requests for information and deletion of private data by former or current employees.

The increase in the number of requests for information and deletion reflects the increased sensitivity of staff to data protection and data economy, which is to be welcomed.

Of the four notifiable data breaches in 2022, three involved a breach of confidentiality where personal data of Apleona Group employees that was not generally accessible was transmitted or made accessible within the organisation. One case was a privacy breach where a database of personal data was encrypted as a result of a hacking incident. These issues have been clarified with the concerned parties under the leadership of the Data Protection Officer.

These events described above will be included in planned and ongoing training measures to ensure a data protection-compliant handling of personal data in everyday life in the future and to further sensitise employees in relation to these topics.

	2020	2021	2022
Requests for information or for deletion	34	56	41
Complaints	3	6	0
Total data breaches	1	3	13
Notifiable data breaches	1	2	4

Figure 15: Data protection cases 2020–2022

## 3.5 Business continuity management

The availability of personnel, goods and services, as well as government emergency measures in the event of a crisis, can have a significant impact on a company's business activities. The coronavirus pandemic has shown that these crises can occur suddenly and have far-reaching implications. Apleona has implemented a business continuity management system with numerous measures in place to enable the continuation of its own business operations – be it in crisis situations or in the event of a change in our customers' requirements – as smoothly as possible. The following measures to protect our business processes in the event of a crisis are summarised here and grouped thematically:





### 3.5.1 Emergency organisation

- ≡ Central Task Force: to be convened in case of crisis
- ≡ Apleona Task Force Organisation in each Apleona company: consisting of management, occupational health and safety experts, legal, communications, HR, employee representation and, if necessary, other stakeholders
- ≡ If required: Specification of business continuity plans in various units, depending on the risk situation
  - Representation arrangements with levels A, B, C
  - Emergency resource management (services, staff, fleet, work equipment, protective equipment, etc.).



### 3.5.2 Emergency communication and reporting

- ≡ Central Task Force to regularly communicate with all Apleona Regional Task Forces via MS Teams
- ≡ Implementation of a standard report, with defined key figures, in the event of an emergency
- ≡ Ensure communication with all employees
  - via the Apleona Intranet (Apleona Insights)
  - via a uniform and accessible document management system for corporate specifications, instructions and materials (Apleona RoXtra and Apleona Box)
  - via a central e-mail address for employee questions
- ≡ Current recommendations for action, concepts of action and work aids (forms, checklists, etc.) for the companies to support the operational provision of services
- ≡ Ensuring communication within Apleona's companies and with our customers
  - Cloud-based MS Office applications
  - Cloud-based data infrastructure (Apleona Box, VPN)
  - Use of mobile devices (iPhones, iPads, laptops)
  - Use of the MS Teams video conferencing system.

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### 3.5.3 Ensuring critical business processes

- ≡ Ensuring the availability and functioning of the ICT infrastructure (see separate Information security chapter, pages 36–37)
- ≡ Personnel availability, personnel resource planning, overview of personnel pool
- ≡ Mobility (vehicles, fuels, employer certificates, special permits, etc.)
- ≡ Purchasing (availability of services, goods, tools and consumables)
- ≡ Instructions for action (hygiene concepts, business trips, mobile work, etc.)
- ≡ Mail distribution
- ≡ Accounting and reporting

The development of local business continuity plans also takes into account the practical experience gained from crisis situations at other Apleona locations.

During the recent coronavirus pandemic, the Apleona emergency organisation and pandemic plan were activated and the measures above for the protection of the health of our employees and customers were implemented at short notice.

## 3.6 Risk management

Apleona has an internal control system (ICS) designed to identify economic and operational risks at an early stage and to initiate targeted measures if necessary. In particular, the following processes will be reviewed:

- ≡ "Purchase to Pay" process
- ≡ "Order to Cash" process
- ≡ "Hire to Retire" process
- ≡ "Financial Reporting" process.

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Overall, the ICS supports our company in complying with legal requirements, managing risks, preventing fraud and mistakes, and promoting modern corporate governance. The ICS is under constant development and enhancement.

A total of 70 individual risks are currently monitored, assessed and accompanied by concrete measures. Of these, 22 are identified as particularly relevant and monitored through specific management measures. Our implemented management systems and tools minimise risks in both the corporate headquarters and in the company's operational business units.

These include, for example:

- ≡ RoXtra: Standardised document management system for corporate specifications and operational documentation (with a uniform data structure and defined contract processing processes)
- ≡ Start-up and mobilisation: Specialised implementation teams and processes when taking on new orders
- ≡ Management systems: Continuous improvement and reduction of risks via the integrated ICS and the existing management systems or ISO certifications
- ≡ Internal and external audits: Risks are identified through audits in the integrated management system and reduced by appropriate measures
- ≡ Opportunity and risk considerations: Mandatory audit of our corporate processes with support via our central process and document management systems.

## 3.7 Information security

Communication via digital media is indispensable for the efficient and rapid flow of information. Protection of the information and communication infrastructure is particularly important to prevent espionage, data theft, sabotage or cyber attacks. Given its high importance, information security is managed organisationally by a Chief Information Security Officer (CISO).

We pursue three essential measures at our sites to ensure a high level of information security and to make unauthorised third-party access to company-internal information or to our ICT systems significantly

more difficult. Appropriate and regular training measures

raise our employees' awareness of the topic and help to ensure proper behaviour. In 2022, training measures were also stepped up in view of the increasing risk of illegal external access to company, employee and customer data.

In 2022, three mandatory training courses were held via our e-learning platform on information security, social engineering and security essentials. In 2023, further mandatory training courses are planned on topics such as phishing.



Key measures to strengthen information security include:

### 3.7.1 Training our employees

- ≡ Regular training to raise awareness of workplace, e-mail and Internet security standards
- ≡ Training in behaviour in the case of telephone contacts with unknown persons and unknown e-mail senders
- ≡ Prompt notification of security risks through centralised reporting channels (e.g., when spam or phishing e-mails are received)
- ≡ Phishing simulations in everyday life through fake test e-mails.

### 3.7.2 Structural measures at our sites

- ≡ Installation of code card readers for personalised access to floors or rooms
- ≡ Installation of additional cameras for central access monitoring at main, side and supplier entrances for people and vehicles, if necessary.

### 3.7.3 IT Security solutions

- ≡ Access to corporate data only through dedicated platforms with secure, multi-factor authentication (with proxies, firewalls, VPNs or hardware tokens)
- ≡ Automated detection of unauthorised access and blocking of user accounts in the event of multiple incorrect entries
- ≡ Automatic detection of malware in incoming e-mail
- ≡ Secure, automated transfer of suspicious e-mails (spam, malware) to a central quarantine mailbox
- ≡ Simple reporting procedures for users upon receipt of suspicious e-mails
- ≡ Ad hoc alerts via central e-mail mailing lists to all users and via Teams folders in the event of cyber attacks or phishing e-mails
- ≡ Automatic mirroring and securing of data on servers in geographically dispersed locations
- ≡ Regular failure tests to identify vulnerabilities.

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Apleona has a very high level of protection regarding information security. This has been confirmed by ISO 27001 certification, which covers our Central IT Department and an Apleona subsidiary. Despite increased risk factors, only two security incidents occurred in 2022 (see Figure 16).

	2020	2021	2022
<b>Category 1</b> Abuse of individual accounts by attackers	0	1	1
<b>Category 2</b> Failure of systems or limitations on availability by attackers	0	1	1
<b>Category 3</b> Loss and/or publication of data by attackers	0	0	0

Figure 16: Information security incidents 2020–2022

In addition to the technical solutions we have deployed, one of our most important security mechanisms for preventing and detecting incidents is our staff. For this reason, security awareness measures will continue to be strengthened by modern security and phishing training, and phishing simulations will be carried out with fake test e-mails sent to monitor success.

## 3.8 Digitalisation and innovation

Our customers have a great need for technical and organisational solutions to operate their buildings and facilities in a cost-effective and resource-efficient manner. In this context, sector-specific core and secondary processes must be optimally supported and specified levels of comfort for one's own employees and building users (e.g., tenants) must also be ensured or improved.

Digitalisation in buildings is indispensable for efficient, transparent and data-based management of real estate. It creates numerous opportunities both in providing attractive working environments and in increasing quality and efficiency, especially in the areas of building use (comfort), energy and resource consumption (sustainability), as well as by ensuring service quality and performance control (transparency).

We develop digital solutions for buildings and users together with our customers to create real added value. We use both self-developed in-house solutions (e.g., our Apleona Ecosystem portal and user app), as well as professional solutions from third-party providers (e.g., digital access control and reception), which are optimally tailored to the needs of the customer. Our philosophy of cooperative development also includes working with innovative property technology companies to be able to quickly provide functional, integrated and practical solutions. Further information on our digital and digitalisation strategy can be found online.



**Apleona**  
**Digitalisation Strategy**



# Digital solutions for buildings and building users

The solutions that we offer include:

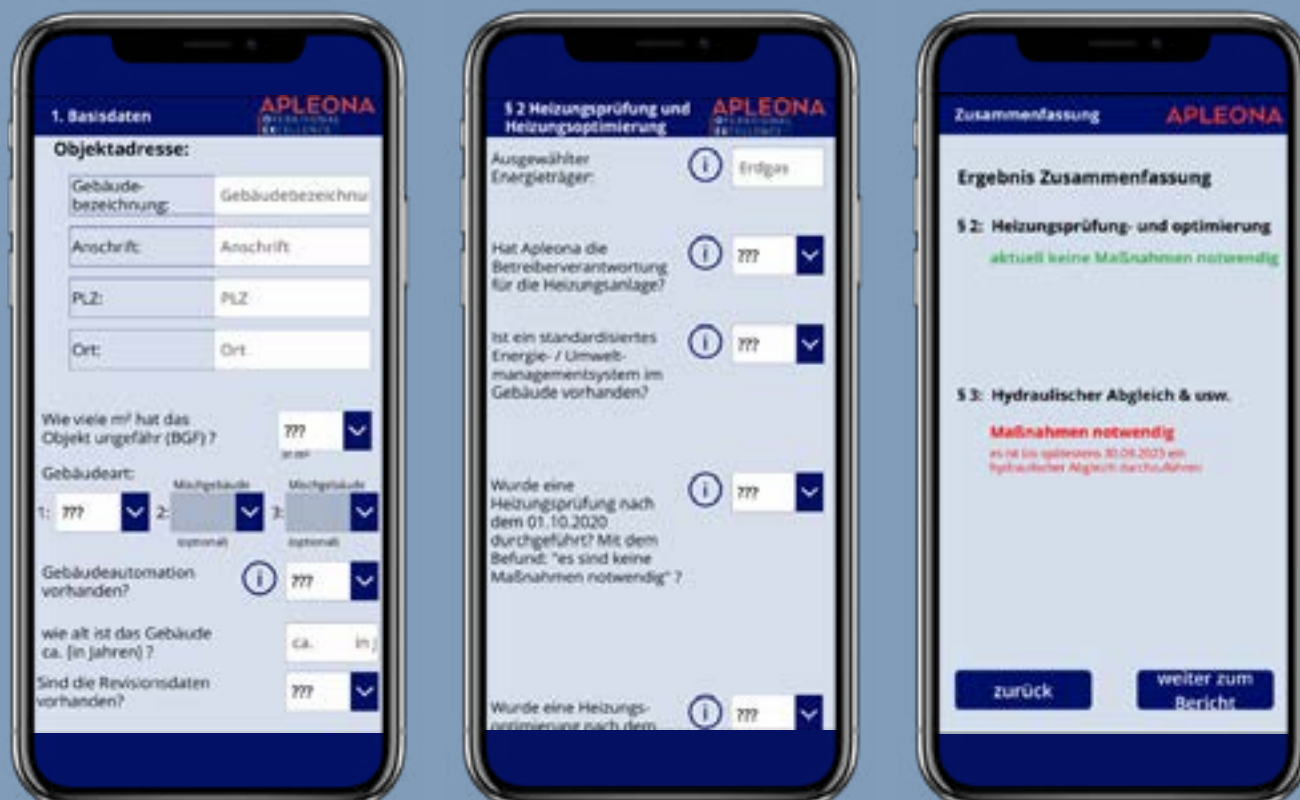
## 3.8.1 Energy efficiency solutions

- ≡ Real-time energy monitoring with online dashboard (Apleona Enerlutec)
- ≡ Digitalised and automated control of building technology through artificial intelligence (Recogizer)
- ≡ Automated audit and workflow-based release of energy bills (PayAgent)
- ≡ EnSiG app to identify the obligations and measures resulting from the EnSimiMaV (Ordinance on the Security of Energy Supply with Gas).

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With our proprietary EnSiG app, a building manager can determine in a very short time whether a specific customer building is affected by regulations relating to the security of energy supply, and what measures need to be taken in coordination with the customer.

The app can be used on both laptops and mobile devices. To ensure legally compliant documentation, the results are stored centrally and also made available by e-mail to property managers.



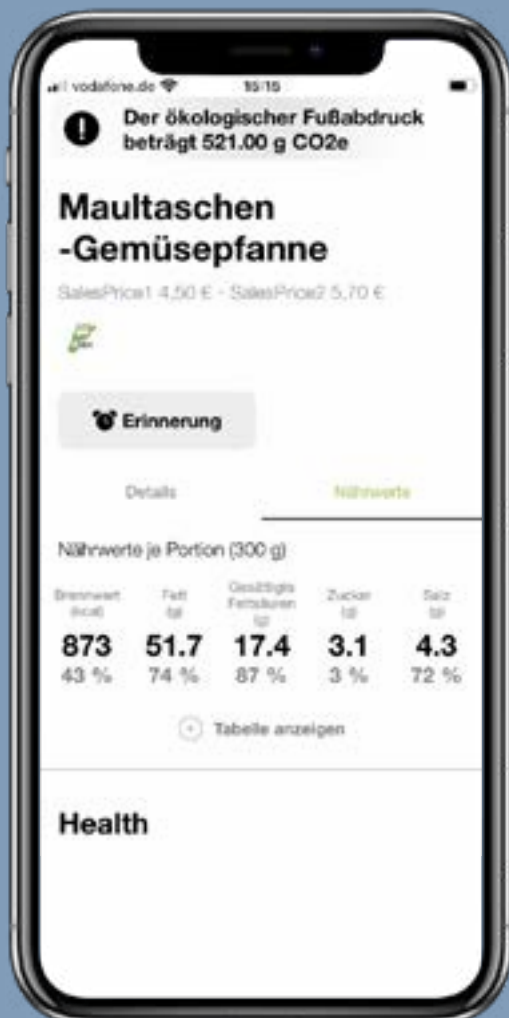
## 3.8.2 Tenant solutions

- ≡ Apleona Ecosystem Module Workplace Management: A user app to support everyday office life, including:
  - Location information and news (opening hours, first aid, important contact information, etc.)
  - Bookings: convenient booking and occupancy of offices, meeting rooms, rest areas and other building-related objects (e.g., car parks, beamers, etc.)
  - Ticketing: digital notification of defects and complaint management
  - Company restaurants: information about meals, prices, etc.
  - Customer surveys and feedback: direct and fast customer surveys on topics regarding building operation
  - Ideas corner: immediate display of the current wishes of building users.
- ≡ Smart Parking: a digital solution for allocating and reserving car parking spaces to achieve optimum utilisation and user satisfaction.

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## 3.8.3 Building-owner solutions

- ≡ Apleona Ecosystem Module FM Portal: building managers and owners can submit fault messages through the Apleona customer portal and see all important information about service provision (including status of work orders, overview of offers, KPIs, reports and analyses)
- ≡ Apleona WOM app: mobile processing and documentation of real estate services and work orders (transparent and up-to-date information for owners)
- ≡ Digital reception: a visitor management tool which digitises all reception processes and allows visitors access to the building by means of a secure authentication procedure
- ≡ Data-based optimisation of building services
  - Remote building operations: a digital control room for remote control of building technology
  - Remote monitoring of lifts: analysis of essential lift data to avoid unnecessary maintenance and outages through predictive maintenance
  - Cleaning insights: analysis of the frequency of use of rooms and consumables for demand-oriented cleaning
  - Digital cleaning audits: spatial acceptance of cleaning audits based on the Insta800 standard
    - with a digitalised workflow
- ≡ Cleaning robots for efficient cleaning of large areas (e.g., entrance areas)
- ≡ AQuA Apleona Quality App: digital inventory, documentation, quality assurance and reporting
- ≡ Apleona FoodPrint: identification and designation of the CO<sub>2</sub> footprint of food in company restaurants.



With Apleona FootPrint, the CO<sub>2</sub> footprint of each meal is visible to the consumer in the form of a traffic light and an exact value. In addition, Apleona Culinaress offers a selection of dishes with its Food for Climate menu line that are particularly climate-friendly, with a footprint of less than 700g CO<sub>2</sub>.

### 3.8.4 User-friendliness

An important goal in the development of digital solutions is to create a better user experience, for example through simple visualisation of complex issues or easy-to-use applications on the building user's mobile device. Combined with real-time data from the building and user behaviour, data-based products and services can be developed in a targeted manner. Naturally, data protection requirements are met, for example by anonymising the data. The main benefits for the customer are data-based decision-making in property management, portfolio management, maintenance and tenant support, as well as the level of detail of the reporting data prepared for specific target groups.





# 3.9 Sustainable supply chain

## 3.9.1 General

Apleona not only fulfils its social responsibility within its own operations, but it also requires its suppliers, subcontractors and service providers to practise good

corporate governance and comply with minimum economic, environmental and social standards (see Figure 17).

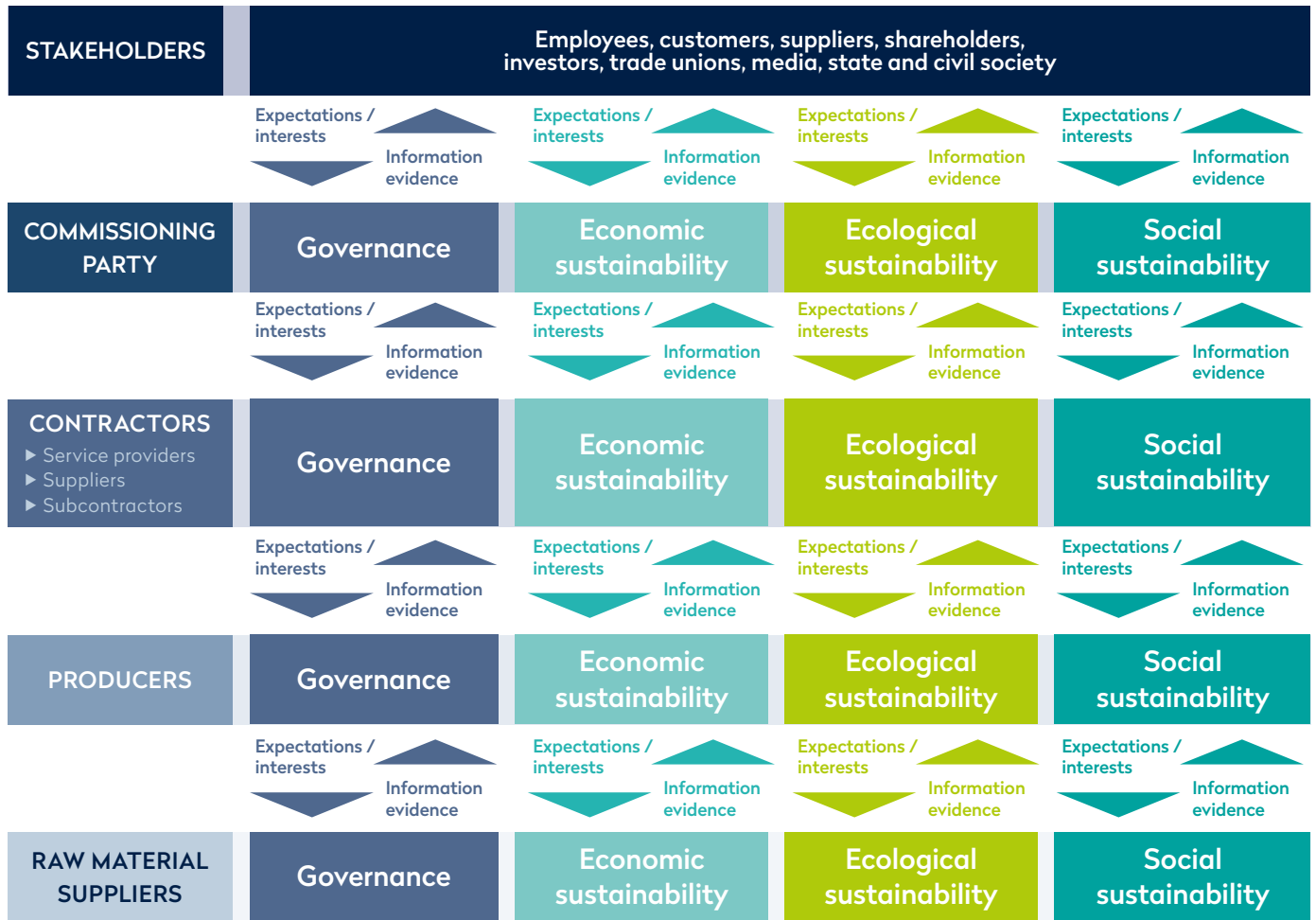


Figure 17: Transfer of sustainability aspects in the value chain

Key documents are made available to all service providers, suppliers and subcontractors via our website. Documents include general purchasing conditions, general subcontractor conditions (minimum wage, consent to site audits, etc.), HSEQ regulations for third parties, our code of conduct for subcontractors and suppliers, supply chain due diligence declaration of commitment, supplier conditions for information security, etc.

These documents reflect our requirements for good corporate governance and minimum social and environmental standards. The documents must be signed by suppliers before they can start doing business with Apleona.



### 3.9.2 Pre-qualification procedures

Our digital procurement portal is used to document and manage all of our suppliers' and subcontractors' key performance-related certifications, approvals and accreditations, or to request and evaluate them from new suppliers as part of the pre-qualification process. As part of our supplier onboarding process, information on key sustainability aspects, such as occupational health and safety, quality, environmental protection and energy, is requested and reviewed by the responsible specialist from HSEQ and Central Procurement. The assessment process is described in detail in our supplier management manual and is available in our internal document management system, RoXtra.

Through the systematic and compulsory pre-qualification process, we aim to ensure that our rules and mandatory standards are followed and adhered to throughout the supply chain. To further develop and integrate sustainability aspects into our purchasing process, we have been conducting special employee training sessions since January 2020 to raise awareness of the topic of sustainability in the value and supply chain. In September 2022, we presented on the topic of sustainable purchasing at an internal international purchasing conference. In addition, training sessions on supplier qualification took place in 2022 to prepare the annual supplier rating campaign. In 2023, training courses are planned on supply chain due diligence (in accordance with Germany's Supply Chain Due Diligence Act (LkSG)). Since the end of 2018, we have carried out regular supplier assessments for all major product groups

### 3.9.3 Governance

Compliance plays an important role in good corporate governance. To combat corruption, suppliers, service providers and subcontractors, as well as potential sales agents and ecosystem partners, are invited to undergo an integrity check using our RiskRate IT tool, from Navex Global. We also check suppliers against terrorism and sanctions lists.

### 3.9.4 Economic aspects

Value chain management also plays an important role in terms of economic sustainability. We aim to establish and develop stable and long-term relationships with our service providers, suppliers and subcontractors in order to offer our customers high quality, reliability and competitive prices on an ongoing basis.

We have therefore concluded framework agreements with several suppliers within our most important product groups. This enables us to achieve economies of scale in procurement by pooling our purchasing volumes. By introducing commodity codes, we have increased the transparency of our purchasing volumes for the most important commodity groups. As a second step, we can use this as a basis for developing sustainability concepts with key suppliers.

### 3.9.5 Environmental aspects

We ensure that our services comply with environmental standards, which are monitored by our local project managers. In the coming years, we also intend to gradually specify our requirements for sustainable products and services and communicate them to our service providers, suppliers and subcontractors. This includes, for example, the integration of requirements for sustainable building operation in accordance with GEFMA 160 and the inclusion and labelling of environmentally friendly products in our central purchasing portal, Apleona Newtron. In 2022, we purchased various environmentally-friendly products, including:

- ≡ Workwear made of certified cotton (Fair Trade Seal)
- ≡ CO<sub>2</sub>-neutral garbage bags
- ≡ Compostable disposable trays for hospitals and nursing homes
- ≡ Solid detergent from 72–74% vegetable or regenerative sources
- ≡ CO<sub>2</sub>-neutral rail travel (Deutsche Bahn)
- ≡ Purchase of green electricity at Apleona locations.

As part of our bundled tenders for specific product groups, we require suppliers to provide information on environmental issues, such as quality labels, take-back and recycling, and the existence of a sustainability report.

### 3.9.6 Social aspects

In the area of social responsibility, we require our suppliers, service providers and subcontractors to respect the fundamental rights of their employees. This includes respect for and compliance with universal human rights and minimum standards in the workplace.

These include, for example, the following declarations of commitment, which must be signed by the service provider or supplier before a contract is awarded:

- ≡ General purchasing conditions
- ≡ Subcontracting terms and conditions for general building services
- ≡ Code of conduct for subcontractors and suppliers
- ≡ Supply chain due diligence
- ≡ HSEQ regulations for third-party companies
- ≡ Information security supplier terms and conditions.

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### 3.9.7 Supply Chain Due Diligence Act (LkSG)

Germany's Supply Chain Due Diligence Act (LkSG) obliges companies to observe high standards on human rights and environmental protection throughout their entire supply chain. Apleona joined the UNGC in 2017 and supports its 10 universal goals, including respect for human rights (see page 16-17).

On our website, important information has been compiled for all Apleona employees as well as for employees of Apleona's suppliers about their rights and possibilities for action to report violations of human rights, if necessary.



In 2023, further training on raising awareness, creating transparency and ensuring empowerment regarding LkSG will be carried out for relevant affected departments.

We have three communication channels for reporting human rights violations:

#### Anonymous notification

Violations of social standards can be reported anonymously on request and in 19 different languages via our reporting system – Apleona Compliance Communications.



#### E-mail

The following e-mail addresses are available for submitting notices and complaints:



#### By letter

Alternatively, complaints can also be addressed to us by letter:

#### Apleona GmbH

Bereich Compliance/Menschenrechte  
An der Gehespitz 50  
63263 Neu-Isenburg  
Germany

We will publish an annual report on human rights due diligence as required by law. The first report will be produced in the course of 2024 for the 2023 financial year and published online.

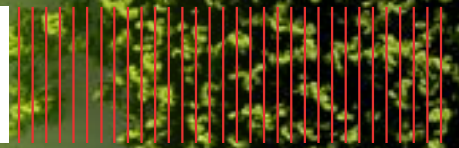
In addition to our own business operations, the report will also analyse direct and indirect actors in our supply and value chain who are involved in the production of goods and services in Germany and Europe on behalf of Apleona, as well as in developing countries.







## 4. Ecological aspects





13 CLIMATE ACTION





# 4.1 Resource conservation and climate protection

In the 2015 Paris Agreement, the international community pledged to limit global warming to under 2 degrees Celsius and, ideally, below 1.5 degrees Celsius, compared with pre-industrial levels. The ultimate objective is to achieve worldwide greenhouse gas (GHG) neutrality by 2050. Climate protection is therefore one of the political priorities of the European Union, which has committed itself to reducing its GHG emissions by at least 55% by 2030 compared with 1990 levels and to achieving carbon neutrality by 2050.

At Apleona, we are progressively implementing climate protection measures within the scope of our social responsibility and our ability to exert the necessary degree of influence. We consider all major business processes and their impact on climate-relevant emissions, which are described in more detail below. The accounting of CO<sub>2</sub> emissions caused by our business activities is based on the following scheme (see Figure 18):

The Paris Agreement calls on all countries to submit a long-term climate strategy by 2020. Germany, for example, has incorporated the EU's climate change targets into its national climate change law and has set more ambitious goals than the EU. GHG emissions in Germany are to be reduced by at least 65% by 2030 compared to 1990 levels, and carbon neutrality is to be achieved as early as 2045.

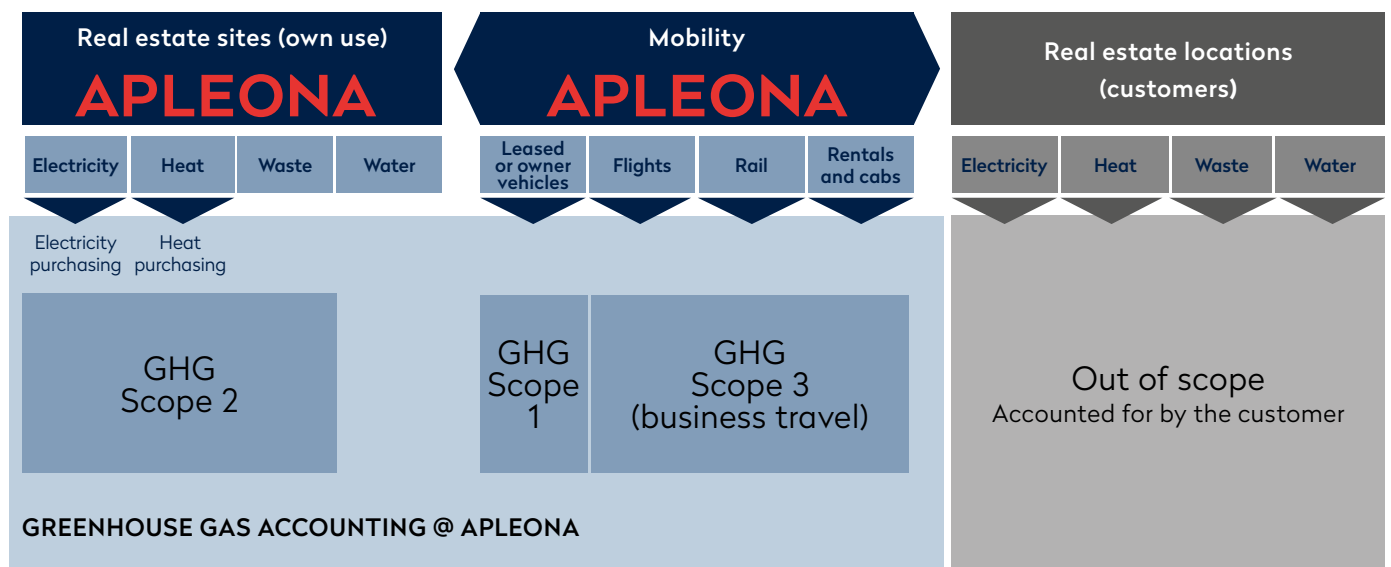


Figure 18: Greenhouse gas emissions calculation scheme

**Important note:**

We only take into account emissions from properties used by Apleona. These are properties from which our clients in the region are served, regardless of specific assignments. In recent years, an average of 30–35% of our employees have their permanent workplace at Apleona locations. These locations will be referred to as **'in-scope'**. However, emissions from contract-related customer premises are not taken into account as these are included in the customer's carbon footprint. This includes, for example, our employees' permanent or temporary workplaces in shopping centres, clinics, nursing homes, office buildings and manufacturing facilities that we have to vacate at the end of our contract. On average over the last few years, 65–70% of our employees have their workplace in customer premises. These locations are considered **'out of scope'**.

In the coming years, we will continue to focus on the following three thematic areas regarding resource and climate protection, which are described in more detail below:

- ≡ **own use of real estate (electricity and heat)**
- ≡ **vehicle fleet**
- ≡ **business trips.**

## 4.1.1 Real estate

We recognise that property, whether occupied by us or by our clients, has an environmental impact throughout its lifecycle. The main environmental impact is from CO<sub>2</sub> emitted from fossil fuels used to generate heat and electricity during the operational phase.

In conducting our business, we can reduce CO<sub>2</sub> emissions by using our own real estate in the most space- and energy-efficient way possible. The property manager at each site is responsible for controlling, monitoring and optimising the use of the property.

The tasks of the local property managers include, in particular, the optimisation and regular recording of resource consumption for electricity and heat as a sound basis for the annual calculation of greenhouse gas emissions and, for European sites, the verification of energy quality of the building in accordance with the EU Energy Efficiency Directive of 25 October 2012 (2012/27/EU).

Apleona strives to gradually reduce energy consumption worldwide at its self-used locations (in-scope). Due to the coronavirus pandemic, energy consumption decreased significantly in 2022 (see Figure 19).

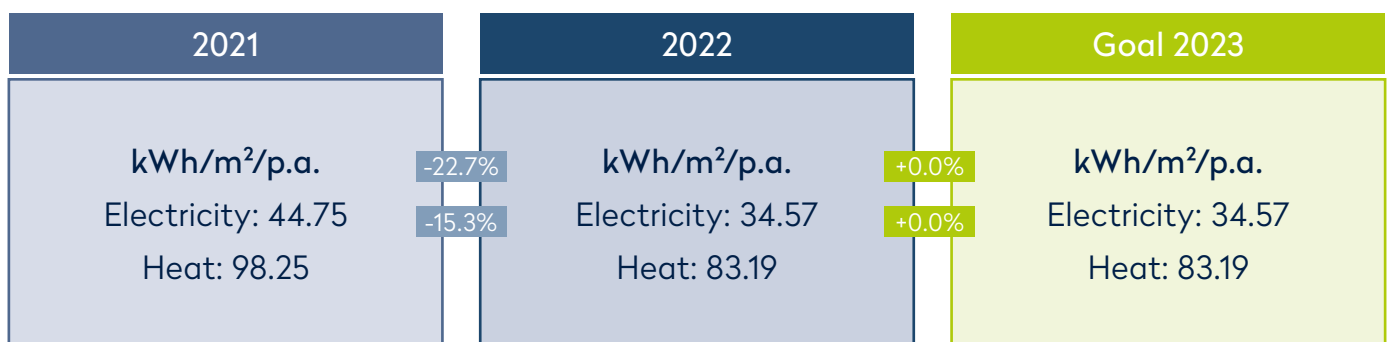


Figure 19: Electricity and heat consumption 2021–2022



To systematically optimise energy use within our self-used real estate, our office locations in Germany, Austria, Switzerland, Ireland and Spain, where a total of almost 81 % of our (in-scope) employees work, we use an energy management system in accordance with DIN EN ISO 50001. For this purpose, specialised energy management officers have been nominated at the respective locations. They are responsible for initiating, implementing and monitoring the success of energy saving measures.

Among other things, the following measures have been implemented at our sites:

- ≡ Optimising network printers
  - Setting up central printer rooms
  - Optimising network printer power savings (sleep mode after 10 minutes)
  - Double-sided and black and white printing set as standard
- ≡ Replacing conventional lightbulbs with LEDs
- ≡ Installation of interfaces to building management technology and additional temperature sensors for data-based and (partly) automated control of heating, cooling and ventilation systems
- ≡ Energy-saving competitions
- ≡ Local energy saving campaigns using visually striking posters.



Everyone can make a difference. Our current campaign suggests quick and easy ways to save energy in the office. User behaviour is one of the most important factors influencing a building's energy consumption. In commercial buildings, demand-side management and optimised user behaviour can save around 20 to 50% of total consumption.





**At our largest location in Germany, the company headquarters in Neu-Isenburg with about 530 employees, various optimisations have been carried out in recent years:**

- ≡ Reduction of the area of the owner-occupied rented space by 4,225 m<sup>2</sup> (2020) and 1,345 m<sup>2</sup> (2021) by consolidation and termination of unneeded space (leading to a permanent reduction of our electricity and heat consumption and the associated CO<sub>2</sub> emissions)
- ≡ Installation of the innovative Recogizer energy-saving technology at the company headquarters
  - AI-controlled building technology for heating, cooling and ventilation in a fully automated manner, using sensor and weather forecast data (delivering energy savings of over 30% since March 2020)
- ≡ The decommissioning of under-table water heaters for the wash basins in the sanitary facilities
- ≡ Installation of a photovoltaic system on the roof of the company headquarters (in 2022), with an installed capacity of over 125 kW peak and an annual energy production of approximately 111 MWh to meet our own consumption of electricity
- ≡ Pilot projects in 2023 to optimise office lighting (motion detectors, user-dependent lighting) and heat demand (installation of digital heating valves on radiators).

In addition to reducing energy consumption (in kWh), we also aim to minimise GHG emissions from energy production (in CO<sub>2</sub>e). To this end, we are gradually converting our Apleona sites (in-scope) to 100% green electricity. This enabled us to significantly increase the share of green electricity in our overall electricity consumption in 2022 (see Figure 20). Worldwide, Apleona obtains almost 50% of its electricity consumption from renewable sources (48.7%); in Germany it is almost two-thirds (65.2%).

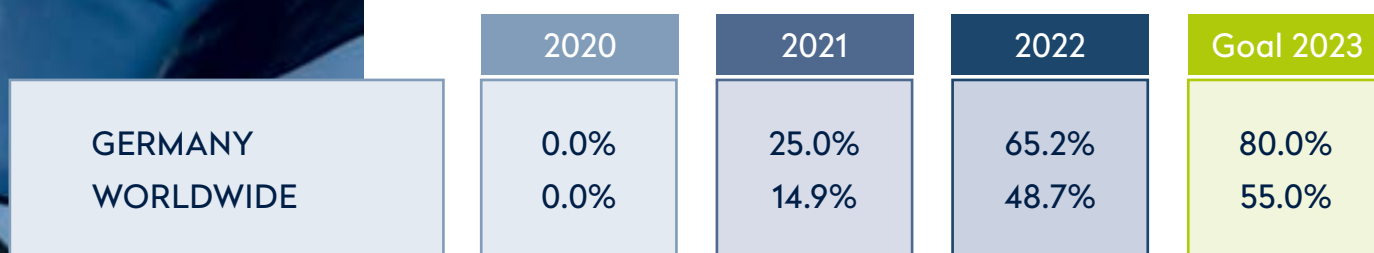


Figure 20: Renewable electricity consumption, 2020–2022

In 2023/24, we plan to continue the gradual transition to green electricity at all Apleona locations, as soon as existing electricity supply contracts expire.

## 4.1.2 Vehicle fleet

We provide our clients with services relating to buildings, facilities and ancillary production and we are active both nationally and internationally. This requires either proximity to the customer or even a presence onsite, in order to remedy faults immediately, to carry out construction, maintenance and repair work, to provide property management services, or to discuss work directly with owners and service providers at the property concerned. Proximity to the customer and mobility are therefore key success factors for quickly, reliably and accurately identifying the customer's needs onsite and for processing orders quickly. We are dependent on the use of passenger and delivery vehicles due to the need to transport materials and to respond within contractually agreed response times (known as service-level agreements).

Despite our decentralised structure and close proximity to our customers, we are committed to gradually reducing carbon emission limits for vehicle models across the Group. We regularly review these limits to ensure a high level of cost-efficiency and environmental outcome. Since 1 January 2018, the maximum permissible CO<sub>2</sub> emissions

for newly ordered passenger cars has not exceeded 120 g/km for standard brands and 140 g/km for premium brands, according to the NECF (New European Driving Cycle) test cycle. We aim to reduce the above limits by at least 2.5% per year (approx. 3.0–3.5g CO<sub>2</sub>/km) through continuous modernisation of the vehicle fleet. There is no specific limit for commercial vehicles, but the environmental impact should be as low as possible. All employees are encouraged to limit their travel to the minimum necessary and to reduce fuel consumption by driving defensively. The fleet policy will be updated in fiscal 2023 to reflect the new Worldwide Harmonised Light-Duty Vehicles (WLTP) test procedure.

The company currently operates the following fleet:

- ≡ 3,990 diesel
- ≡ 750 petrol
- ≡ 40 hybrid
- ≡ 16 gas
- ≡ 12 fully electric





In Germany, total annual fuel consumption and resulting CO<sub>2</sub> emissions of our fleet are recorded anonymously by our fuel card service provider. The average consumption per vehicle can be calculated based on the mileage entered by the driver at each refuelling. The vehicle owner is automatically informed by e-mail if the official average consumption of the vehicle is significantly exceeded. The aim is to encourage the driver to drive in a more climate-friendly and economical manner.

In 2022, we expanded our fleet of vehicles through acquisitions and consumed a total of 7.1 million litres of fossil fuels. However, in terms of annual turnover, fuel intensity has decreased between 2-3% per year since 2020. The company used around 3,193 litres of fossil fuels per €1 million turnover in 2022 (see Figure 21). Due to the integration of the Gegenbauer group of companies, we expect a significant increase in fleet size and thus overall consumption in 2023.

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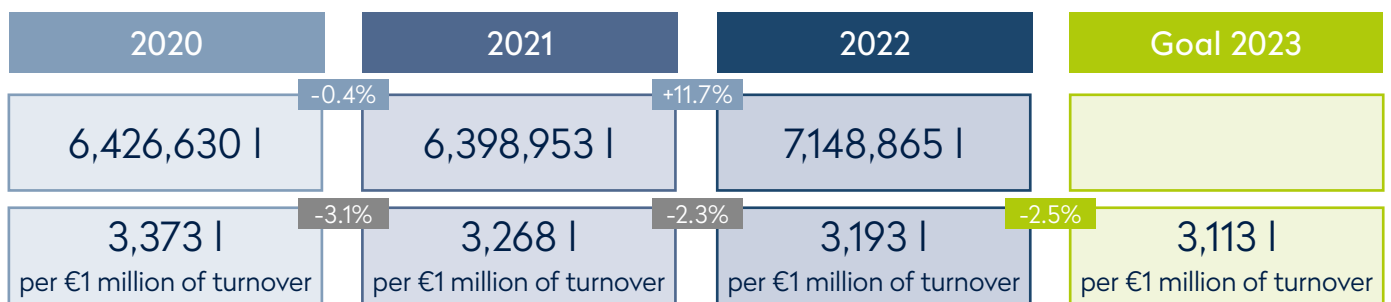


Figure 21: Consumption of fossil fuels in litres, 2020-2022

**Note:** By allowing the private use of company cars, not all the litres consumed are included in the company's CO<sub>2</sub> footprint. For these company cars, only 50% of the consumption is attributed to Apleona's Scope 1 emissions.

The aim is to gradually reduce fossil fuel consumption over coming years. We are working towards this goal through the following measures:

- ≡ Ongoing modernisation of our fleet.
- ≡ At our headquarters in Neu-Isenburg, Germany, the landlord has installed eight charging points for electric-vehicles as a pilot project. This will allow our employees to charge their electric vehicles when they need to.
- ≡ In addition, in the third quarter of 2023, we will publish a plan on how to gradually convert our vehicle fleet (cars, vans and trucks) to fully electric and hybrid vehicles.

Electric vehicles are currently being tested in the field at various of our sites and those of our customers. This applies to passenger cars, delivery vehicles and e-bikes or e-cargo bikes. The electric vehicles mentioned above are mainly used on the premises of large industrial companies. Due to the limited public charging infrastructure, commercial electric vehicles can only be used within a radius of approximately 50-100km from the respective Apleona or customer base.



This could be the future for short distances within factory premises. Our four-wheel electric cargobike is in action at one of our customer's sites. The vehicle can carry a 200kg load and, due to its four-wheeled design, it also offers the necessary stability. It is emission-free and robust enough for daily use, and at the same time comfortable for the rider thanks to weather protection and its electric starting aid.



**Emission-free, handy and quiet**

→ Cargo pedelecs: Smart and sustainable solution for factory premises

**APLEONA**





### 4.1.3 Business travel

Meetings to exchange information are an important part of vital business relationships. Business trips are also triggered by association events, universities and colleges, trade fairs or internal or external training.

However, to reduce the resulting CO<sub>2</sub> emissions, we ensure that business travel is kept to a minimum and that alternative means of sharing information, such as teleconferencing, videoconferencing or web conferencing, are actively used to avoid costly, time-consuming and resource-intensive travel. CO<sub>2</sub> emissions can be significantly reduced both by avoiding travel and by choosing environmentally friendly modes of transport, such as rail.

Our Group Travel Policy, for example, prohibits flights if alternative means of transport can be used for a journey of less than five hours and refers to the use of rail in such cases. In Germany alone, a total of 1.7 million passenger-kilometres were travelled by rail in 2022, which is climate-neutral for long-distance, regional and local travel. This saves around 296 tonnes of CO<sub>2</sub> compared with travelling by car.

We have already migrated our group-wide IT infrastructure to a cloud-based system. As a result, not only can centrally-stored data be accessed from anywhere via mobile devices, but phone calls and video conferences can also be made conveniently from any location. These modern technologies help to minimise business travel and save valuable resources.

Accurate measurement of CO<sub>2</sub> emissions for all major modes of transport requires centralised booking of all business travel through defined travel service providers and transparent processing of travel data and resulting CO<sub>2</sub> emissions by the contracted travel service providers. This applies in particular to air, rail and car travel.



To fully cover our business trips and the means of transport used, we implemented the following measures during 2022:

- ≡ Booking of all business trips via our service providers' central booking portals
- ≡ Provision of travel data to be reported at the end of the year (e.g., route lengths, consumption, emission factors, CO<sub>2</sub> quantities, etc.) by our travel service providers or – where not available – by the responsible international Apleona units
- ≡ Recording of all business trips outside the central reservation systems.

## 4.1.4 Carbon footprint

On 24 March 2021, Germany's Federal Constitutional Court decided that the country's reduction targets for greenhouse gas emissions must be defined beyond 2031. The amended Federal Climate Change Act was adopted by the Bundestag, Germany's parliament, on 24 June 2021.

The new law brings the goal of climate neutrality forward by five years, to 2045.

It sets the following intermediate targets:

- ≡ by 2030: reduction of GHG emissions by at least 65%
- ≡ by 2040: reduction by at least 88%
- ≡ by 2045: net greenhouse gas neutrality
- ≡ after 2050: negative emissions.

Apleona has calculated a possible climate path, taking into account the more stringent new climate protection targets (see Figure 22). This assessment serves as a first orientation for the path to nearly climate-neutral business operations by 2045.

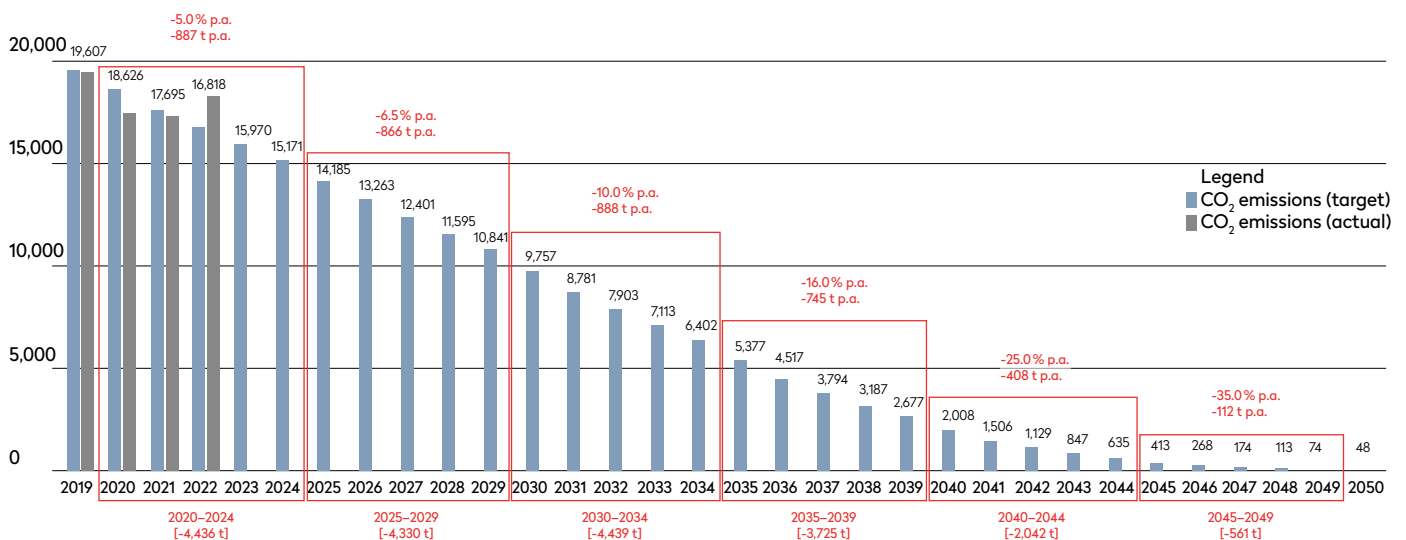


Figure 22: Designing a possible climate path 2020–2045

The calculated CO<sub>2</sub> savings for the years 2020–2024 are, on average, 887 tonnes per year. This would correspond to the following individual measures:

- ≡ replacing 300 vehicles with internal combustion engines with electric vehicles (approx. 8.1% of the German fleet), or
- ≡ conversion of the heat supply for 80% of our locations in Germany (in-scope) to green natural gas.

The CO<sub>2</sub> reductions calculated above in Figure 22 will be further specified in 2023 and the individual measures to achieve the targets will be defined more precisely. Apleona has achieved its relative decarbonisation target despite strong business growth and M&A activity. However, it emits more greenhouse gases in absolute terms than intended. In the short term, our efforts will focus on switching to green electricity, reducing space and

optimising the energy efficiency of our leased properties. Projects to electrify the vehicle fleet have already started. As part of our sustainability reporting, we will continue to transparently present our progress and the measures behind it. When selecting measures, we always focus on the prevention and reduction of greenhouse gas emissions (see Figure 23).

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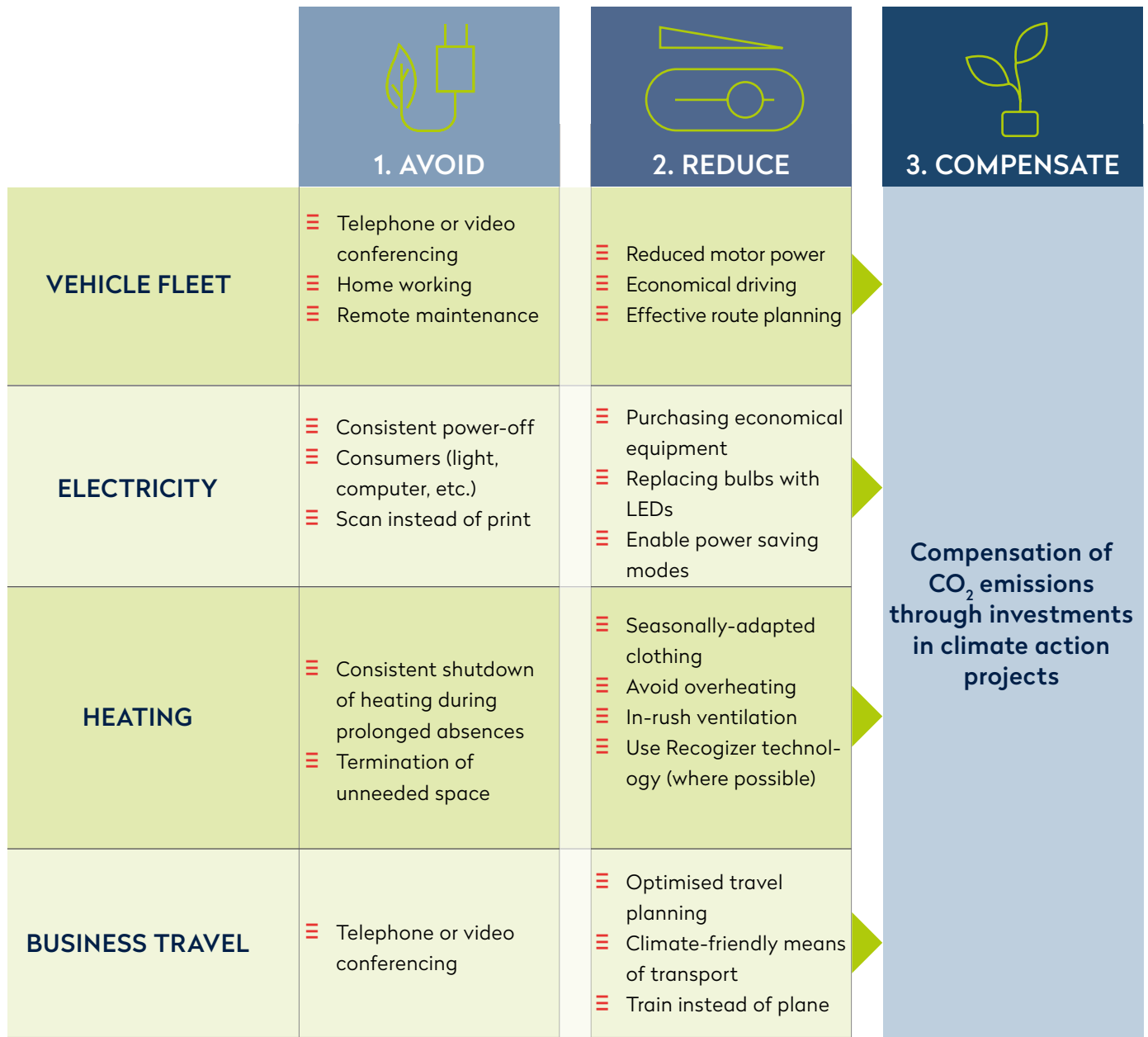


Figure 23: Focus on avoiding and reducing greenhouse gas emissions

We have calculated our CO<sub>2</sub> emissions for the 2022 financial year (see Figure 24). The aim is to identify and quantify the main emission groups and to prioritise and define appropriate reduction measures. The main business processes within the Apleona Group have been taken into account when calculating the CO<sub>2</sub> emissions:

- ≡ Scope 1: Vehicle fleet
- ≡ Scope 2: Electricity (in-scope locations)
- ≡ Scope 2: Heat (in-scope locations)
- ≡ Scope 3: Business trips  
(flights, rail trips, rented cars, taxi rides).

Due to a lack of data, the CO<sub>2</sub> footprint does not yet include the following emission types (Scope 3 of the GHG Protocol):

- ≡ Employee commuting
- ≡ Emissions related to hotel stays
- ≡ Emissions from internal and external events
- ≡ Emissions related to purchased goods and services.

We aim to record the above-mentioned Scope 3 emissions in the coming years and integrate them into the CO<sub>2</sub> footprint.

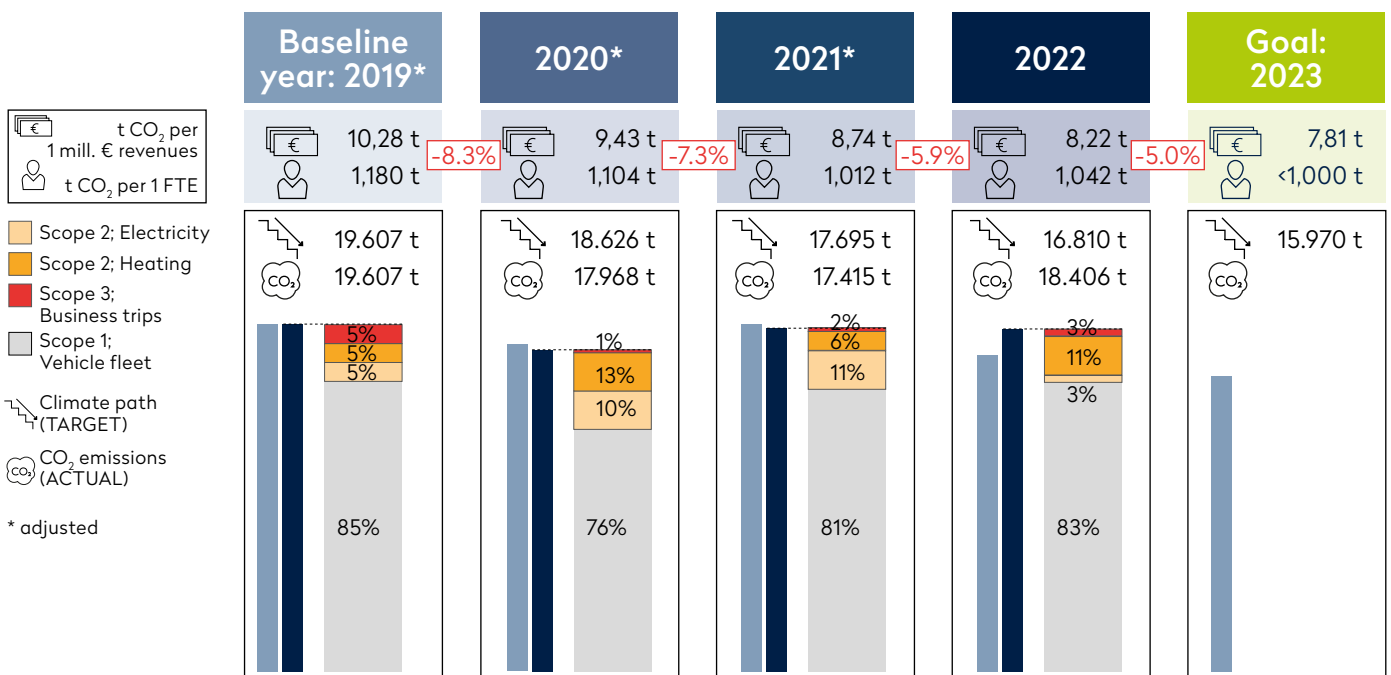


Figure 24: CO<sub>2</sub> footprint 2019–2022

It is important to note that, due to the steadily increasing quality and completeness of data collection, data for the 2022 financial year is more accurate than that compiled and partially estimated in previous years. To enable comparison, emissions from previous years have been adjusted retroactively.

We remain committed to reducing our greenhouse gas emissions in the coming years. Progress will be tracked using the following key performance indicators:

- ≡ Greenhouse gas intensity
  - t CO<sub>2</sub> per €1 million turnover: Reducing emissions by at least 5.0% per year
  - t CO<sub>2</sub> per full-time equivalent (FTE): Reducing emissions to <1.0 t CO<sub>2</sub> per FTE by 2024
- ≡ Absolute greenhouse gas emissions
  - t total CO<sub>2</sub>: Achieving our self-determined climate path by reducing emissions by around 880 tonnes per year.

In light of the integration of the Gegenbauer group and the recent missed absolute emission targets, we will revise our GHG emission reduction targets in 2023. This will also take into account GHG Scope 3 emissions (see above) that have not yet been reported.



## 4.2 Environmental protection

It is our corporate responsibility to minimise our impacts on the environment and to protect it as much as possible. For this reason, we have integrated environmental protection into our processes. Our activities focus on compliance with legal requirements and continuous improvement of our environmental performance in the company and during the provision of our services to the customer.

Many of our subsidiaries and business units have environmental management systems certified to DIN EN ISO 14001. Our employees possess the necessary qualifications, approvals, certificates and competencies for carrying out environmentally relevant activities in accordance with legal requirements and the requirements of our customers.

This systematic approach will lead to sustainable improvements in environmental performance and in our environmental management systems. Improvements are enabled by the appropriate organisational arrangements, documentation and implementation of measures, and by monitoring environmental performance indicators.

As a result, negative environmental impacts and risks are minimised. Targeted training of our employees will further increase their awareness of issues around resource conservation and environmental protection. Regular internal and external audits monitor compliance and our environmental performance in the delivery of our services.







## 4.3 Waste management and recycling

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Each Apleona location, in cooperation with the HSEQ officer in charge, develops a waste management plan, including information on separate waste collection. Disposal procedures and records, especially for hazardous waste, are documented by waste producers in accordance with the law. As our premises are primarily office buildings, we generate very little hazardous waste. Waste is collected separately in our office buildings and sent to a professional disposal system. This ensures that the highest possible recycling rate is achieved for paper, packaging, organic waste and residual waste.

Our aim is to raise awareness of resource-saving activities at our sites (e.g., reducing paper consumption, proper waste separation, etc.). To this end, all site-level HSEQ managers and representatives are trained. In 2022, all site managers received training covering basic knowledge of waste and disposal management. In that year, we also conducted a complete and detailed survey of hazardous and non-hazardous waste generated at all Apleona sites in-scope (see Figure 25). This has given us greater visibility on the amount of waste generated and how it is disposed of. We will continue this inventory over the coming years to further reduce waste volumes.

	Hazardous waste p.a.
	Non-hazardous waste p.a.
$\Sigma$	Total waste p.a.

2022	
	48.7 t (2.77%)
	1.710,3 t (97.23%)
$\Sigma$	1.759,0 t (100.00%)

Figure 25: Hazardous and non-hazardous waste, 2022

Since August 2021, the canteen at our headquarters switched fully to reusable takeaway boxes. In 2021, we avoided the use of 1,326 disposable bowls. In 2022, that figure rose to 1,726.

As part of the provision of our services to our customers, we also implement resource conservation, waste prevention and material optimisation projects. (Also see the chapter on Sustainable supply chain, pages 42–44.)



## 4.4 Water and waste water

Apleona's operations are mainly office-based. Water consumption is therefore limited to the usual points of use (e.g., washrooms, coffee kitchens, landscaping and the canteen). Due to the lack of individual meters in rented properties, Apleona's individual water consumption cannot be accurately measured and is usually allocated by the landlord on the basis of a flat-rate allocation key, according to the rented area. In some cases, water

consumption is also included in the rent as a lump sum cost and is not measured separately by the property owner or shown specifically for the tenant. Therefore, missing data on water consumption was extrapolated using average consumption indicators (4.2 m<sup>3</sup> of water per person per year).

The water consumption in Apleona's own sites (in-scope) has been calculated at a total of 153.5 litres per square metre of rented space in 2022 (see Figure 26).

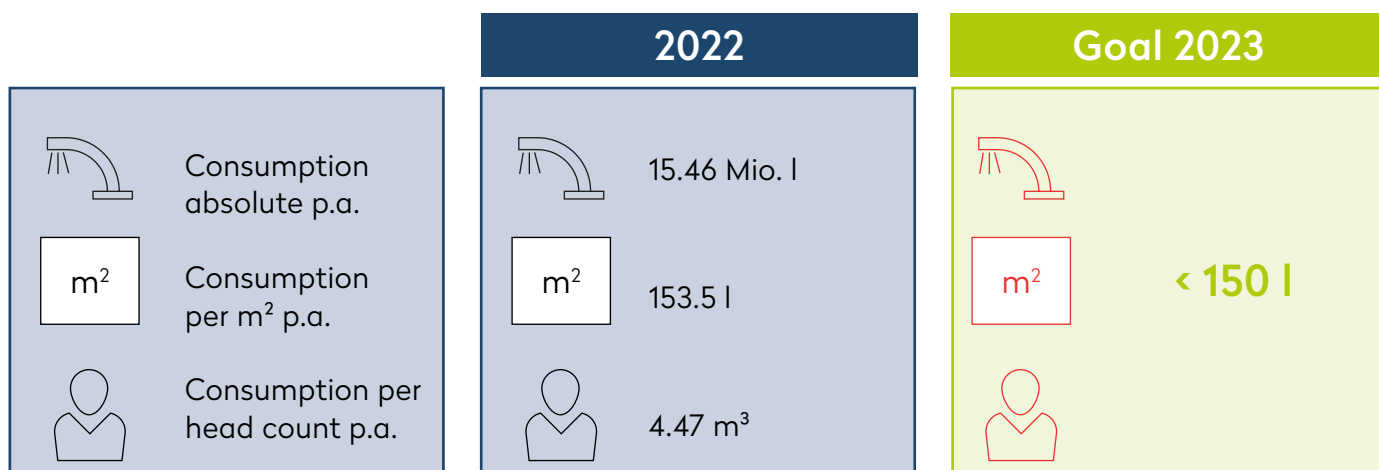


Figure 26: Water consumption 2022

We strive to continuously optimise our use of water resources now and throughout the coming years.

## 4.5 Sustainable building management and handprint

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### 4.5.1 Sustainability building management services

Apleona provides all services required to ensure reliable, safe, efficient and environmentally-friendly buildings. As a facility manager, we have exceptional access to the information necessary for driving and reporting on the decarbonisation of real estate. We are already assisting our clients in gathering the data needed for internal and legally-mandated external reporting. Additionally, we facilitate critical decision-making on energy efficiency and decarbonisation measures. Furthermore, their constant onsite presence and vast knowledge enables our facility managers to push for tangible change, turning Apleona into a prime facilitator of real estate decarbonisation.

Thus, we not only strive to enhance the resource efficiency and quality of our services, but also provide our clients with a comprehensive range of solutions to boost the sustainability of their real estate portfolios. Our suite of solutions includes advisory and construction services, as well as efficient daily building operations. Our website offers an overview of the various services we provide.

Our solutions portfolio covers the entire value chain, from creating transparency on energy data (e.g., via our Enerlutec energy management system) to developing long-term decarbonisation strategies and specific optimisation solutions (e.g., for automatic/AI-based energy optimisation via Recognizer, or energy bill control

via Pay Agent). When designing and extending our service offering, we deliberately search for innovative digital solutions. The intelligent and predictive control of building technology provided by Recognizer saves around 20% of energy costs (e.g., by taking into account weather forecasts) with manageable installation costs.

To offer our clients extensive and unmatched support, we have pooled our expertise in our Centre of Competence Energy & Sustainability for facility management and in the Building Advisory department for property management. Our product portfolio development is cross-functional and directed by the central product management unit, Green Real Estate. This allows us to provide our clients with comprehensive advice and effective implementation of energy-saving measures on an individual basis.

Our clients directly benefit from our extensive practical experience in delivering energy efficiency projects across various industry sectors. Upon request and discussion with our clients, we arrange site visits to showcase our state-of-the-art energy management solutions. In addition, we provide guidance to our customers on holistic, sustainable building operations in accordance with GEFMA Guideline 160 (Sustainability in Facility Management). If needed, we also certify compliance with this particular guidance.

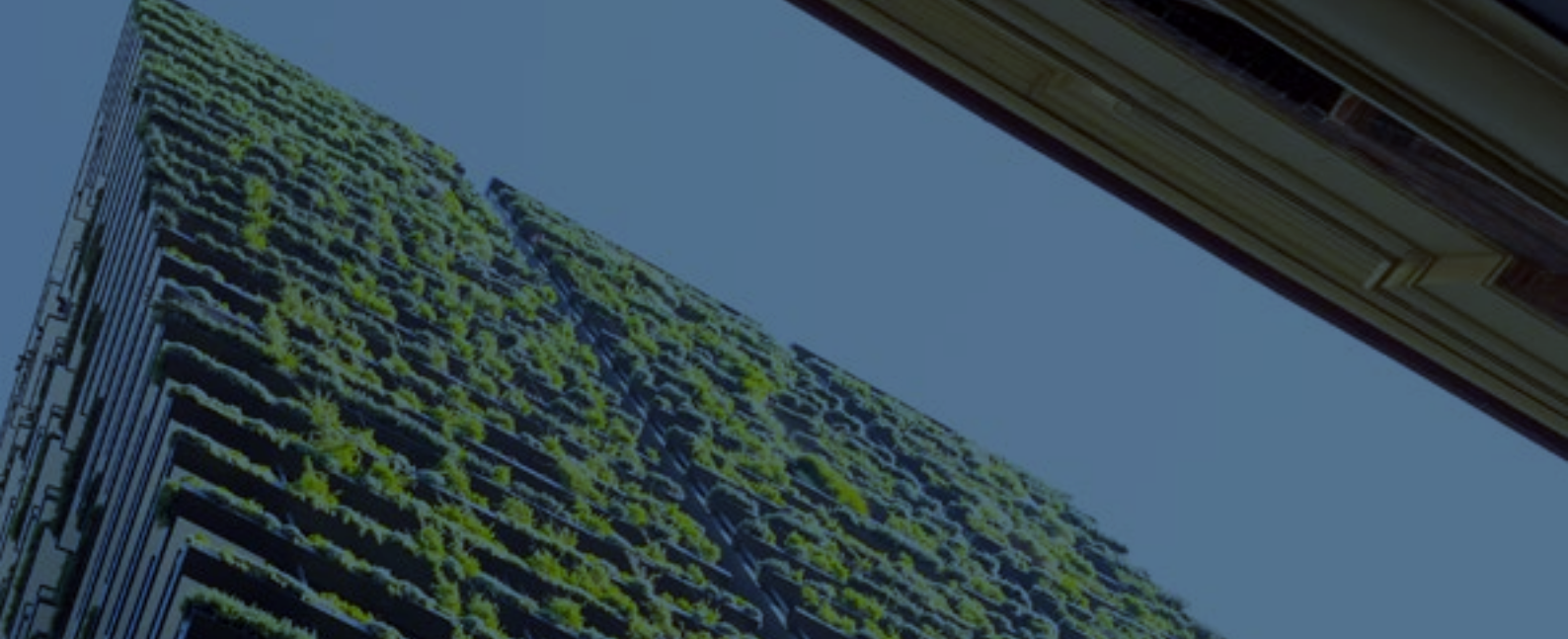


Sustainable services



Recognizer





Recogizer is a pioneer in self-learning building solutions. Using AI, the green tech company permanently increases the sustainability and energy efficiency of buildings. It provides real estate operators and owners with innovative technology to automatically reduce their carbon footprint and meet demanding ESG criteria. Recogizer, headquartered in Bonn, Germany, has the vision to contribute to climate protection in a smart and effective way with green commercial real estate. Since 2020, Recogizer has been an Apleona partner company.

**Net-Zero by 2045:** Currently, property owners and real estate managers face increasing pressure to achieve sustainability goals and operate in ESG-compliant ways. Companies are faced with questions of practical implementation: what initiatives exist to help companies to significantly cut their carbon footprint? Experience is showing that digital climate technologies have an enormous impact to accelerate decarbonisation.

“The future giga-building is connected and green! Building management in particular offers enormous green potential for smart technologies. By using artificial intelligence in our headquarters, we are able to reduce our energy consumption for indoor climate control by almost a quarter.”



**HANNES AMETSREITER**  
former CEO Vodafone German

Vodafone has set ambitious goals: the company wants to be climate-neutral as early as 2025. To get there, Vodafone relies on AI technologies for indoor climate control, to enable a high level of comfort for employees at the same time as protecting the environment.

One component of the comprehensive sustainability strategy for the Vodafone Campus in Düsseldorf is Recogizer’s predictive control. More than one quarter (27%) of the energy consumption for heating, ventilation and air conditioning was reduced in Düsseldorf by the self-learning technology.

### Overview and technical details

- ≡ Floor space: 85,000 m<sup>2</sup> in four buildings
- ≡ Employees: approximately 4,600 workplaces
- ≡ Building from 2012
- ≡ Complex energy park
- ≡ Well-equipped with presence and temperature sensors

### Results at a glance:

- ≡ 27% energy savings
- ≡ 14.4 GWh saved
- ≡ Stable feel-good climate

“Our project has shown that we can only catch up on climate protection if we fully embrace the power of digitalisation. Our digital solution is able to cut carbon emissions of real estate automatically – a revolution for decarbonisation.”



**CARSTEN KREUTZE**  
CEO Recogizer

So far, the 85,000 m<sup>2</sup> office campus saved 14.4 GWh of energy – equivalent to the annual consumption of more than 750 households. At the same time, the intelligent algorithm ensures that the indoor temperature is constantly at a comfortable 23 degrees Celsius.





## 4.5.2 Apleona's handprint

Our core business includes the regular and sometimes legally-required servicing, maintenance and repair of building technology elements – in particular, HVAC systems – which, among other things, ensure that building technology operates in an energy efficient manner. The neglect of these activities inevitably leads to a reduction in energy efficiency and thus to an increase in CO<sub>2</sub> emissions from building operations and, in the worst case, to the breakdown of individual building technology components or complete systems. We consider it our responsibility to avoid any disturbance to operations and any increase in CO<sub>2</sub> emissions. In addition to maintaining the energy efficient and smooth operation of buildings, we specifically pursue energy efficiency and decarbonisation measures to reduce the carbon footprint of our customer's real estate portfolio.

Our efforts therefore significantly contribute to reducing emissions from building operations. This fact is supported by our numerous client success stories as well as the

long-lasting partnerships we build over the years. Going forward, our goal is to track and report on the volume of CO<sub>2</sub> saved in customers' buildings and to increase this amount significantly in the coming years. **Our ambition is crystal clear: to continually increase the positive impact at our customers, while minimising the carbon footprint of our own operations.**





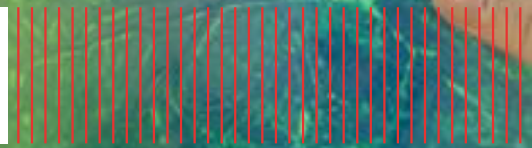
## Success story: Energy savings for a high-tech customer

Apleona is in charge of an energy management programme for an international client with sites across Europe and beyond. As part of the contract, we are responsible for achieving annual energy reduction targets through modern and efficient building operations. Since 2012, Apleona has realised average annual energy savings of 3%. In 2022, energy in excess of 5,400 MWh was conserved. This corresponds to more than 1,500 tons of CO<sub>2</sub>e, which is comparable to the yearly per capita emissions of over 200 EU citizens. As the reduction measures have a recurring impact and a considerable lifetime, the cumulative emissions reduction is far greater than the sum of the annual reductions.

Key success factors are an unambiguous and specific contractual target set by the customer and a dedicated Apleona energy management team. We take all necessary measures to achieve the savings target within the scope of building operations, with a specific focus on operational optimisation, which presents significant potential. We also identify measures beyond the operation of buildings, such as the exchange of technical equipment, which are then implemented in part by Apleona, and in part by the customer or third parties. It is anticipated that the continued improvement of energy efficiency and the associated emission savings will require increased investment in technical equipment and in the use of new digital solutions in the future. Thanks to the broad expertise of the Apleona team, we are well-positioned to initiate and monitor this progress.

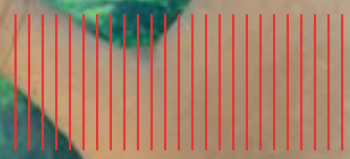
A globe of the Earth is the central focus, held gently by several hands of different skin tones. The background is a soft, out-of-focus green, suggesting a natural, outdoor setting. The hands are positioned around the globe, with some fingers resting on its surface. The overall mood is one of care and collective responsibility.

## 5. Social and sociocultural aspects





3 GOOD HEALTH AND WELL-BEING



# 5.1 Health and safety

In providing our facility and property services, we identify hazards to people and the environment in advance of our activities, assess significant risks and take appropriate measures to mitigate them. Occupational health and safety is an important management responsibility.

Our managers act as role models, motivating their employees to behave in a safety-conscious manner, creating safety-compliant working conditions and ensuring consistent implementation of safety rules. We promote awareness of safe behaviour among our employees through regular training, campaigns and professional support. Management safety walks have been an important part of behavioural safety for many years. In 2022, we successfully ran a corporate campaign on cutting injuries entitled 'Working safely with sharp tools and sharp minds – Avoiding cutting and stabbing injuries'. In 2023, we plan to roll out recordings of mobile HSEQ events, in conjunction with the health and safety campaign as part of further digitalisation.

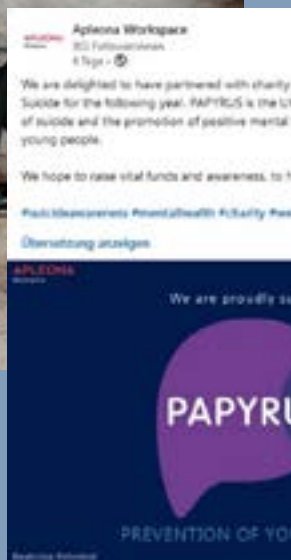
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Monitoring occupational health and safety through audits, inspections, metrics analyses and reporting is an essential factor for the further development of our organisation and processes. Many Apleona companies are certified according to DIN ISO 45001, Occupational health and safety management systems.

The health of our employees and the prevention of work-related injuries and accidents are our top priorities. We create working conditions that preserve and protect health. We provide and use opportunities for passive and active health care and health maintenance. We promote health-conscious behaviour among our employees through training, workshops, health days and cycling weeks. Health checks, occupational health precautions and individual counselling are essential components of our health management.

As part of our 2022 Health Day, employees in Germany took part in more than 20 webinars and practice sessions on health protection and crisis prevention. In a mixture of theory and practice, staff were taught valuable lessons about sleep, nutrition, stress management and healthy sitting. The more than 700 participants – virtual and physical – confirm the importance of the topic for our employees. Several health days on different topics are planned for 2023.

Our international units are also committed to the health of our Apleona employees. Within a themed week and various events, employees were educated on the topic of mental health and, through various actions, attention was brought to this important topic.



We monitor the success of our health and safety targets through detailed health, safety and environment action plans and the regular measurement of key indicators such as LTIF (lost-time injury frequency; see Figure 27), ASR (accident severity rate) and LTCR (lost-time case ratio).



Figure 27: Accident frequency LTIF 2019–2022 (based on 1 million working hours)

As a service company, we are required to meet our customers' occupational safety standards and to provide them with expert advice. This principle also applies to all subcontracted services.

Every workplace accident is one too many. That is why it is important to prevent them to protect the health of our employees. To this end, we create working conditions that protect health and prevent accidents.

A new poster campaign on electrical safety provides information on sources of danger and simple tips to prevent accidents.







## 5.2 An attractive place to work

We offer our employees an environment and culture in which they can use and develop their personality, skills, abilities and innovative ideas and feel comfortable. We focus on the individual strengths of our employees and support them in developing those strengths. The possibilities and tasks within the Apleona Group are extremely varied, meaning that employees can find long-term opportunities. Modern workplaces with good IT equipment and innovative software enable us to deliver our services effectively to our clients and provide the necessary back-office support.

We support our employees on both a professional and personal level. This includes measures such as:

- ≡ Holding a large number of internal and external training courses
- ≡ Organising information events on occupational safety, health and fitness (e.g., health days), corporate strategy, etc.

- ≡ Offering attractive social benefits (direct insurance with two framework contract partners on deferred compensation and disability insurance with improved terms in the Group contract)
- ≡ Providing Apleona corporate benefits (rebates and benefits at various brands and retailers)
- ≡ Offering special conditions in gym chains
- ≡ Providing attractive leasing conditions for business bicycles via the JobRad or Eurorad providers (with 336 units provided in Germany in 2022, 181 units in 2021, and 237 in 2020).

Since the introduction of the JobRad offer in June 2020, a total of 754 bicycles have been leased in Germany. This means approximately 6.5% of all employees in Germany made use of the JobRad offer.

Apleona's 2022 Cycling Week was a tremendous success. Under the slogan "Keep on Cycling!", Apleona set a mark for climate-friendly commuting as well as physical and mental health. Guided commute-to-work tours, as well as a little competition, have been just some of the measures to spark interest in cycling.



The manager assumes an important role in ensuring an attractive workplace. We therefore attach great importance to the following attributes of our managers:

- ≡ many years of experience in dealing with employees, customers and business partners
- ≡ sound practical knowledge for quick and solution-oriented decision-making
- ≡ consistent and straightforward experience of our corporate values and
- ≡ dedicated attitudes toward employees and motivation.

Special training programmes for managers help them to further develop their management skills.

Our digital cooperation platform also enables our employees to create their own news groups and to network internally for knowledge exchange or for activities in their private lives. Through Apleona Insights, our innovative information and news platform, employees can also receive up-to-date information via an app on their mobile devices and are immediately informed about current events. They can also write their own articles or comment on published articles. Apleona Insights won the Communication category in the 2020 Real Estate Manager Awards in February 2020. Since 2021, Apleona employees have been able to read articles on the platform in a total of 26 languages.



## 5.3 Diversity and equal opportunity

Our company motto, 'We champion individuality', reflects our belief that diversity is a key success factor for our business. Given the breadth of our property services, the skills, ideas, views and characters of our employees provide the basis for making the best possible use of individual strengths for the overall success of the company.

Diversity can be seen every day at Apleona, across its different dimensions:

- ≡ Age: The average age at Apleona is 44.7 years
- ≡ Gender: 36.6% of employees are women
- ≡ Ethnic origin and nationality: Apleona employs people from 75 countries of origin
- ≡ Capabilities: We employ experts from a wide range of professions and trades.

For the three diversity dimensions of social origin, religion and belief, and sexual orientation, we do not collect diversity-related information centrally for privacy reasons.

Employees can be sure that no-one will be disadvantaged due to these seven dimensions of diversity. All Apleona employees have the same opportunities to be hired and develop their careers within the company. For Apleona, the recruitment process is based exclusively on the skills and enthusiasm of the employees for their specific task area.

Since 2021, we have been publishing articles on our Apleona Insights intranet under the 'Diversity' tag to make the diversity of our company more visible, giving a voice to, for example:

- ≡ people with disabilities
- ≡ female staff and managers
- ≡ national and international project leaders from different backgrounds
- ≡ apprentices.

We have also featured a collection of international recipes from our employees, and expressed support for the general objectives of the Diversity Charter.

Apleona has taken a clear and comprehensive stance against all forms of discrimination. We expect all our employees to contribute to a productive working environment, and to treat others with respect, tolerance and consideration.

**Apleona's colourful beauty! We have celebrated the diversity of Apleona with a cookbook campaign, where colleagues present their favourite recipes and introduce their culture and food traditions to their colleagues**



Shahriar Bakhsh cooks Ghormeh Sabz, a stew traditionally eaten during the Persian New Year



Ioannis Xanthopoulos shares his recipe for Greek meze with coleslaw with his Apleona colleagues



Apleona has summarised the issues of diversity, equal opportunities and anti-discrimination in its Group Policy on Corporate Social Responsibility.



## Corporate Social Responsibility

The company signed the Diversity Charter in 2008 and is committed to a respectful working environment. Our subsidiary Apleona Iberica S.A. is also a signatory to the Spanish Carta Diversidad.



## Diversity Charter

We also support the Real Estate Code on Diversity.



## Real Estate Code on Diversity

Our UK company has been a signatory to the Disability Confident Employer initiative since 2019. The initiative of the UK Department for Work and Pensions supports employers in integrating people with disabilities into the world of work.

We do not currently see a requirement for specific actions or monitoring through KPIs, as the company already maintains diversity and equal opportunities.



## 5.4 Women in management

Women made up 36.6% of Apleona's workforce at the end of 2022 (compared with 37.7% in 2021). The share of women in management positions (management levels 1–3) was 21.7% at the end of 2022 (and 22.4% in 2021). In 2022, of 244 managers at the top two management levels, 53 were women, 21.4% at management level 1 and 22.6% at management level 2 (see Figure 28).

Apleona's Supervisory and Management boards have set targets for increasing the proportion of women in the top two levels of management. The target for the Supervisory Board and the Management Board is at least 25%. The targets are to be achieved by 2027 at the latest. Apleona will develop a plan to identify and implement further measures to achieve the targets as early as possible.

We monitor the development of the proportion of women in our company through our regular personnel statistics.

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	2019	2020	2021	2022	Goal: 2027
Supervisory Board	12.5%	12.5%	12.5%	12.5%	25.0%
<b>Management</b>	19.7%	18.6%	22.4%	21.7%	25.0%
Managing Director			22.6%	21.4%	25.0%
Executive			23.0%	22.6%	25.0%
<b>Total</b>	<b>36.9%</b>	<b>36.5%</b>	<b>37.7%</b>	<b>36.6%</b>	

Figure 28: Women in management, 2019–2022

Apleona once more took part in Germany's Girls' Day in 2023 to give girls and young women an insight into the so-called 'male professions' and to encourage them to consider technical or trade occupations .

Apleona is actively committed to equality on International Women's Day and every other day. Female role models show that, even in historically male-dominated professions, it is not a problem for women to pursue their careers.



On the annual Girls' Day, schoolgirls learn about professions in which the proportion of women is very low. As every year, Apleona offered insights into the manual and technical world of facilities management. Apleona offers more than 25 apprenticeships in different exciting professions – especially for young women.





## 5.5 Our social commitment

### 5.5.1 Regional employer and training company

We make a significant contribution to society as an attractive employer of more than 20,000 employees, through our presence in many locations in Germany and Europe. Through our decentralised structure, we are a reliable partner to the regional economy and provide employment in more than 25 countries.

80 Apleona offers young people vocational opportunities as a training company across our locations. The company employed 428 apprentices in 2022 (see page 28).

In addition, Apleona makes an important contribution to social integration.

In 2022, 80% of the 45 apprentices in our own training facilities in Neu-Isenburg, for the trades of plant mechanic and electronics technician for operating technology, came from countries outside Germany, such as Turkey, Syria, Afghanistan, Congo, Jordan, Poland, Portugal, Morocco, Italy, Bosnia, Serbia, Kosovo and Iraq.

### 5.5.2 Professional associations, institutions, organisations and universities

In addition, we are involved in various professional associations, institutions, organisations and universities to support the process of professionalisation, standardisation and further development of knowledge, as well as the necessary exchange of experiences within the entire real estate industry. This commitment enables us to participate in expert discussions on the real estate market and contribute our expert opinions and practical experience. The participation in specialised working groups

or the holding of specialist lectures are an important contribution to the further development of the industry, and to the practical transfer of knowledge to junior employees. We have documented our memberships and participation in associations and institutions on our website.

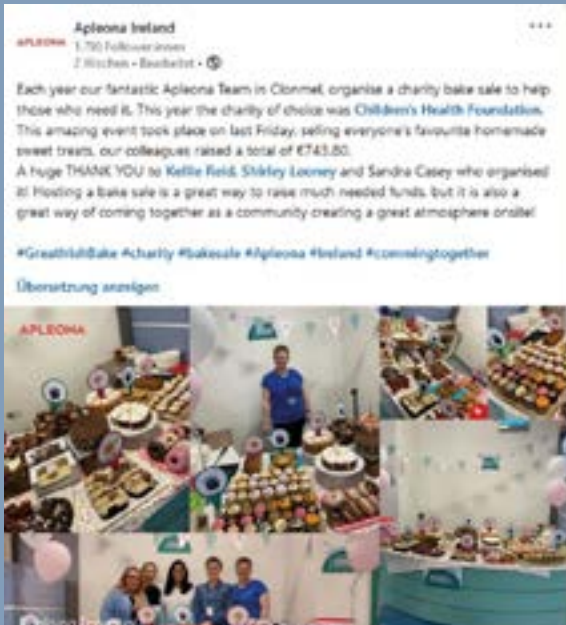


### 5.5.3 Our employees' social commitment

Our employees are enthusiastic about making a contribution to society in their local communities, for good causes or for society in general. This includes, for example, charitable and voluntary work, donations and sponsorship, participation in charitable sports and cultural events or undertaking environmental projects. The social engagement through donations, sponsoring, in-kind or personnel services is based on the respective local needs and the individual possibilities and goals of our local companies, and is initiated and implemented by them on their own initiative.

Our colleagues can report on their commitment to society and the environment through our internal communication platform, Apleona Insights. In 2022, for example, the following actions were carried out:

- ≡ Assistance for refugees from Ukraine (e.g., construction of sanitary facilities in Cologne's Messehalle exhibition venue for 600 refugees, collection of material and financial donations, the use of Apleona transporters for food shopping, collection of school materials for Ukrainian school children, paid absence of volunteers)
- ≡ Fundraising activities at our locations (e.g., fundraising for SOS Children's Villages, Christmas presents for disadvantaged children, T-shirts for sports festivals of disabled school children)
- ≡ Environmental action (e.g., tree planting, refuse collection, establishment of insect hotels, care of green areas to preserve and protect meadow orchards, etc.).



- ≡ Employee initiatives (e.g., renovation of a garden pavilion in a retirement home, chocolate crepes for disadvantaged school children, reconstruction of buildings affected by the Ahtal flood)
- ≡ Activities of our employees in the voluntary sector (e.g., voluntary fire brigade, German Red Cross, Federal Agency for Technical Relief).

In March 2022, we conducted a staff survey on social engagement. More than 75% of respondents said they were volunteers. Of these, 44% volunteered to help people (e.g., children, young people, the elderly, health and rescue services, fire brigades, civil protection, homelessness assistance, free food handout, religious communities, refugee assistance), 34% are involved in sport and

7% in local government or local politics. The remaining 15% engaged in cultural, environmental and climate action, animal welfare and other voluntary activities.

Due to our decentralised structure and extensive range of activities, it is not feasible to accurately quantify the societal value that Apleona provides in monetary terms. Therefore, we refrain from stating specific amounts in the millions of euro and instead prioritise responsible action on the ground where we can make a meaningful impact.

## 5.6 Employment conditions

We guarantee employment conditions for our employees that are always in accordance with the legal regulations in the countries in which we operate. This includes ensuring appropriate workplace equipment, daily working hours and rest times, holidays and the level of remuneration.

Of course, Apleona respects the applicable minimum standards in the workplace, as laid down by the International Labour Organization (ILO) in its ILO Declaration on Fundamental Principles and Rights at Work and its Follow-up.

The exploitation of human beings is incompatible with our ethical values. We pass on the obligation to comply with fair employment conditions to suppliers, subcontractors and service providers in the supply or value chain, by requiring them to sign a Code of Conduct for Subcontractors and Suppliers.

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## 5.7 Freedom of association and collective bargaining

At Apleona, there is trust and cooperation between the management and the Group works council. Apleona guarantees in its companies the formation of works councils and the right to collective bargaining between the employer and those councils. These requirements are also found within our Code of Conduct for Subcontractors and Suppliers.





# 5.8 Human rights

Apleona guarantees respect for human rights in its sphere of influence, including the prohibition of all forms of forced labour, and supports the fight against child labour. By joining the UN Global Compact, we have committed to respect, support and ensure the protection of international human rights, not to be complicit in human rights abuses, for example through inhumane production conditions in the supply chain, and to work towards the abolition of child labour.

We publish our Group Policy on Universal Human Rights on our website, which summarises our various human rights policies. This sets out our position on human rights issues in a clear and concise manner:

## Non-violence

- ≡ Prevention and elimination of torture or inhumane punishment, protection of all persons from enforced disappearance, abolition of the death penalty

## Civil rights

- ≡ Right to life and freedom, work, education, social security, food, privacy, equality before the law, freedom of expression

## Children's rights

- ≡ Rights of the child, combating the involvement of children in armed conflicts, preventing the sale of children and ending child prostitution and child pornography

## Social standards

- ≡ The right to the highest attainable standard of health

- ≡ Ensuring equal opportunities (elimination of racial discrimination, elimination of discrimination against women, rights of people with disabilities)
- ≡ Diversity and protection of vulnerable groups

## Labour standards

- ≡ The right to fair and dignified working conditions, minimum ages, wages, hours of work and rest, occupational-safety and health protection, protection of the rights of migrant workers and members of their families, etc.

## Environmental standards

- ≡ Environmental protection, waste management, etc.



We also pass on our commitment to respect human rights to our suppliers, service providers and subcontractors in the supply or value chain by requiring them to sign our Code of Conduct for Subcontractors and Suppliers. If there are reasonable grounds for suspecting that a subcontractor or supplier has violated the code, or if a subcontractor or supplier fails to fulfil its obligation to provide information and cooperate adequately in the event of suspicion, Apleona may terminate the business relationship with immediate effect on the basis of the existing contractual or legal rights.

We will publish an annual report on human rights due diligence for the first time for fiscal year 2023, as required by the law. This report will be published on our website during 2024. In addition to our own business operations, the report will also analyse direct and indirect actors in our supply and value chains who are involved in the production of goods and services in Germany and Europe on our behalf, as well as in developing and emerging countries.

# 6. Outlook

As this report demonstrates, sustainability is nothing new to Apleona. It is deeply rooted in our DNA. Recognising the need to decarbonise our economy and society, as well as the need to address the major ESG challenges of our time, Apleona decided to become even bolder in its actions. Throughout 2022, we have begun to update our ESG strategy, setting new focus areas as well as defining additional and more ambitious targets. This effort ultimately led to a dedicated ESG week in June 2023. In addition to numerous training sessions on carbon accounting, CSRD and the EU Taxonomy, Group CEO Dr Jochen Keysberg announced the ESG vision for the Apleona Group: sustainability as the foundation of our service portfolio and thus a clear positioning of Apleona as a sustainable partner for our clients. Our Status Report on Sustainability 2023 will set out our ambitions and targets in detail. In parallel, the newly formed Sustainability function is driving the professionalisation of existing reporting and management processes. A key focus is the implementation of the EU Taxonomy, the Supply Chain Due Diligence Act (LkSG) and the CSRD. Early adoption of the new reporting standards will be essential to manage and demonstrate Apleona's strong sustainability performance. In parallel, work has started on a holistic Scope 3 baseline. This is a prerequisite for setting integrated decarbonisation targets. In July 2023, Apleona merged with Gegenbauer to become the leading facility services provider in Germany. For 2023, Apleona intends to report on the sustainability performance of the combined company.

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[Press release](#)







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