

2021

EPRA Sustainability Best Practice Recommendations

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2021 EPRA Sustainability Best Practice Recommendations

Introduction

Vonovia is a leading international residential real estate company with a portfolio of around 505,000 (December 31, 2021, incl. Deutsche Wohnen) in almost all of Germany's attractive cities and regions, as well as around 22,000 apartments in Austria and approximately 38,000 in Sweden. We employ 15,871 (incl. Deutsche Wohnen) people throughout the Group.

As a residential real estate company, Vonovia is an important part of society. After all, a home is a basic human need, and housing is a matter that also involves social factors. We are guided in our actions by the three basic principles of sustainability: We take economic responsibility for our company, make an ecological contribution to climate and environmental protection, and assume social responsibility for our approximately one million tenants, the neighborhoods that they live in, and our employees.

We offer a home for everyone. For us, this means providing needs-based and good living standards, an intact residential environment that protects our climate and biodiversity, and neighborhoods that are functioning and appealing at the same time. We are continuing to develop these neighborhoods in which our apartments are located in a holistic manner and with a view to environmental and climate protection. This also includes the construction of new apartments, both for the company's own portfolio and for sale. Sustainable business practices are an integral part of our business model and are at the very heart of our corporate strategy. This means that we take responsibility for safe, good-quality and affordable housing.

As a member of EPRA (European Public Real Estate Association), we want to contribute to greater transparency in reporting. This is why we make annual publications based on the EPRA Sustainability Best Practice Recommendations. The following report consists of two parts: the Overarching Recommendations and the Sustainability Performance Measures.

For more detailed information on our sustainability approach, please see our [Sustainability Report](#).

Overarching Recommendations

Organizational Boundaries

The key figures published focus on the activities of Vonovia SE in Germany, Austria and Sweden using the financial control approach. Deutsche Wohnen SE, which belonged to the Vonovia Group since September 30, 2021, is not included in this report. The process of integrating Deutsche Wohnen started in 2022 and is set to be completed by the start of 2023. Sustainability information can then be reported on a consolidated basis as of the 2022 reporting year.

Coverage

This EPRA report relates to Vonovia's portfolio and business operations.

Portfolio

The sustainability figures presented for 2021 include 420,441 residential and commercial units covering a total area of 27,422,827 m².

Residential and Commercial Units/Area per Region

Region	Residential and commercial units	Area in m ²
Germany	357,706	22,686,189
Austria	22,112	1,752,265
Sweden	40,623	2,984,373
Total	420,441	27,422,827

Business Operations

The objective is to attain as complete a view as possible of the environmental impact of the Vonovia Group and its many different locations. These locations include not only the company headquarters in Bochum and the large customer service centers in Duisburg and Dresden, but also regional administration offices, caretakers' offices, and offices and workshops used by the technical service and the residential neighborhood services. Some of these belong directly to the Vonovia portfolio; some relate to rented space. For the latter, Vonovia can only improve the environmental performance to a limited extent, or only in agreement with the landlord.

For the relevant reporting periods 2020 and 2021 we projected the figures by square meters rental area on our whole business process areas.

Estimation of Landlord-obtained Utility Consumption

The environmental key figures relating to heat consumption in the portfolio were calculated based on the energy certificate data (demand and consumption certificates) wherever possible. These cover heat consumption in portfolio both residential units and communal areas in the regions Germany, Austria and Sweden. The majority of Vonovia energy certificates in the Germany region are demand certificates (approx. 83%), meaning that 17% of the data is based on consumption certificates. There is no energy certificate data available for 9.6% of the portfolio.

The environmental key figures for electricity consumption in the German portfolio's communal areas are based on the quantities accounted for by the Vonovia company VESG (Vonovia Energie Service GmbH). We have applied actual consumption values for the regions of Austria and Sweden.

The companies portfolio's water consumption is based on meter readings, which are also included in the operating and ancillary costs, and refers to the residential and communal areas.

The German portfolio's waste volumes are calculated on the basis of the costs incurred, which are passed on to tenants via the operating and ancillary costs. For the Austria and Sweden regions, these figures were collected by calculations mainly based on statistical figures and the portfolio structure.

Third-party Assurance

The Sustainability Report – and, as a result, also the key information and key figures set out herein – are audited (with limited assurance) by the auditor of the annual financial statements, KPMG (see [☐ Limited Assurance Report](#)). As the key figures in this EPRA Report are taken from the Sustainability Report, they have also been verified by a third party. The like-for-like data is an exception.

Boundaries – Reporting on Landlord and Tenant Consumption

We only report on the consumption of heating, water and waste purchased from the landlord and on the electricity that we make available to our tenants for the communal areas. Tenant-related utility services, i.e., from invoices that tenants receive directly, cannot be reported. This primarily includes the electricity that tenants use in their own apartments.

The portfolio data therefore covers the following areas:

- > Heating: residential and communal areas
- > Electricity: communal areas
- > Water: residential and communal areas
- > Waste: living areas

The Like-for-like calculations consider full German, Austrian and Swedish portfolio (excl. Deutsche Wohnen). As our Swedish subsidiary Hembla was not yet part of our portfolio as of December 31, 2019, this subportfolio is not included in the like-for-like calculations.

Normalization

We use intensity figures wherever possible. For intensities relating to building floor space, we use the rentable area as the denominator. When it comes to calculating consumption (the numerator), we use the rentable area plus a 20% surcharge for the communal areas. The resulting intensities for energy consumption and greenhouse gas emissions include the consumption of heating and general electricity, but not the electricity used by tenants in their own homes.

The calculations of the key occupational safety and health figures are explained in the corresponding table of key figures.

Segment Analysis

For a segment analysis of our portfolio, please refer to the chapter [☐ Portfolio in the Property Management Business](#) in our 2021 Annual Report.

In our key reporting figures, we generally make a distinction between our three core markets: Germany, Austria and Sweden.

As residential properties account for 98.5% of our portfolio, our reporting focus is on this asset class. A supplementary view on the building age classes can be found in our 2021 Sustainability Report (see [Key Figures](#)).

We also describe our new construction segment in detail in the Annual Report chapter [Portfolio in the Development Business](#).

[Disclosure on the Company's Own Offices](#)

The offices' environmental key figures are partly based on heating and electricity bills from the energy providers, the municipal water utilities and the waste disposal company. Extrapolations were necessary in some cases because the bills from utility companies for the reporting period had not yet been received at the time of publication. The fuel consumed by Vonovia's fleet was evaluated based on fuel cards.

[Narrative on Performance](#)

Sustainability is an integral part of Vonovia's business operations. We are therefore consistently continuing the process of integrating sustainable topics into the corporate strategy and developing suitable strategies and measures for all three areas – E, S and G – respectively the individual business areas and topics. To demonstrate the importance of sustainability for our company, we integrated aspects of our sustainability strategy into Vonovia's management system by introducing the Sustainability Performance Index (SPI) in 2021, in addition to remuneration-related non-financial indicators. An overview of our strategic approach and details on the SPI can be found in our 2021 Sustainability Report (see [Our Approach to Sustainable Development](#)).

For the important sub-area of ecological development, the strategy is comprehensively described here: [Environment and Climate](#).

In the other chapters of the sustainability report, you will find the other topic-specific strategic approaches. As part of the performance measures, we report additional explanatory information at relevant points in the individual tables of key figures.

[Reporting Period](#)

As with the Annual Report, we report by fiscal year, i.e., from January 1 to December 31 of a given year. For most of the key figures, we are reporting the last three fiscal years (2019, 2020 and 2021) in the 2021 Sustainability Report. As far as the EPRA key figures are concerned, we refer to the 2020 and 2021 fiscal years.

[Materiality](#)

We want to fulfill our responsibility to the environment and society as best we can. That's why we continuously deal with the processes of social and ecological change in a structured manner, and analyze how these changes impact our business and value creation (outside-in perspective). At the same time, our decision-making processes look at the impact that our business model has on the environment and society (inside-out perspective). A third important dimension in determining the issues that are material for us is also the perspective of relevant external stakeholder groups.

We redefined the material topics in 2020 as part of an extensive, testable materiality analysis. The resulting materiality matrix replaces the one in place since 2017 (see Vonovia Sustainability Report 2017). This new definition was prompted by changing overall social conditions, the mounting importance of climate protection issues and internal changes resulting from the company's internationalization and its new development business activities. The aim is to create a comprehensible basis to position Vonovia strategically and sustainably. See also [Material Topics](#) in the 2021 Sustainability Report.

Further information on the Overarching Recommendations can be found in the chapter [About This Report](#) in our 2021 Sustainability Report.

Sustainability Best Practice Performance Measures (EPRA tables)

This chapter contains the EPRA performance measures as well as the respective narratives on performance. The narratives on performance are located in the tables below, which contain more information on the performance

measures. You can find further explanatory information on our key figures (including the scope of consolidation and data collection) in our 2021 Sustainability Report in the chapter [About This Report](#).

Environmental Performance Measures

Impact category	EPRA Sustainability Best Practice Performance Measures			PORTFOLIO PERFORMANCE					OWN OFFICES						
				Absolute measures (Abs)		Like-for-like (LfL)			Absolute measures (Abs)						
Environmental impact	EPRA code	Measurement unit	Indicator	2020	2021	2020	2021	% change	2020	2021	% change				
Energy	Elec-Abs, Elec-LfL	MWh	Electricity	Landlord-shared services (Sub)metered exclusively to tenants	115,757	122,182	79,908	84,843	6.2	8,995	10,300	14.5			
				Total landlord-obtained electricity	115,757	122,182	79,908	84,843	6.2	8,995	10,300	14.5			
				Total tenant-obtained electricity	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/D			
				Total electricity	115,757	122,182	79,908	84,843	6.2	8,995	10,300	14.5			
				% from renewable sources	77.3	76.9		N/D		72.2	72.3	0.2			
				No of applicable properties	422,252	420,441		391,139	N/D	525	560	6.7			
				m ² of applicable properties	27,545,128	27,422,827		25,272,448	N/D	178,524	216,161	21.1			
				%			Proportion of electricity estimated	2.5	2.3	2.5	2.5	1.5	59.6	70.4	18.0
				Fuel-Abs, Fuel-LfL	MWh	Fuel	Landlord-shared services (Sub)metered exclusively to tenants	2,309,798	2,230,278	2,231,861	2,173,935	-2.6	80,740	81,443	0.9
							Total landlord-obtained fuel	2,309,798	2,230,278	2,231,861	2,173,935	-2.6	80,740	81,443	0.9
	Total tenant-obtained fuel	N/D	N/D				N/D	N/D	N/D	N/A	N/A	N/D			
	Total fuel	2,309,798	2,230,278				2,231,861	2,173,935	-2.6	80,740	81,443	0.9			
	% from renewable sources	0.0	0.0					0.0		0.0	0.0	N/D			
	No of applicable properties	195,666	194,046					191,052	N/D	241	280	16.2			
	m ² of applicable properties	12,354,753	12,300,573					12,097,174	N/D	41,097	54,593	32.8			
	%						Proportion of fuel estimated	12.4	12.1	11.7	11.8	N/D	59.6	73.3	22.9
	DH&C-Abs, DH&C-LfL	MWh	District heating & cooling				for landlord-shared services (Sub)metered exclusively to tenants	2,104,170	2,095,333	1,810,866	1,777,224	-1.9	13,722	15,293	11.4
							Total landlord-obtained heating & cooling	2,104,170	2,095,333	1,810,866	1,777,224	-1.9	13,722	15,293	11.4
				Total tenant-obtained heating & cooling	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/D			
				Total heating & cooling	2,104,170	2,095,333	1,810,866	1,777,224	-1.9	13,722	15,293	11.4			
% from renewable sources				0.0	0.7		0.4		0	0	N/D				
No of applicable properties				184,831	192,353		164,679	N/D	244	281	15.2				
m ² of applicable properties				12,179,882	12,812,608		10,798,414	N/D	137,427	161,568	17.6				
%						Proportion of heating & cooling estimated	15.2	15.6	11.7	12.9	11.0	59.6	74.7	25.2	
Energy-Int				MWh/m ² /year	Energy intensity		0.165	0.162	0.163	0.160	N/D	0.158	0.154	-2.4	

You can also find the energy data for the portfolio, including explanatory information, in the 2021 Sustainability Report in the table [Energy Consumption in the Portfolio](#).

You can also find the energy data for our office buildings, including explanatory information, in the 2021 Sustainability Report in the table [Energy Consumption in Business Operations](#).

Impact category	PORTFOLIO PERFORMANCE								OWN OFFICES				
	EPRA Sustainability Best Practice Performance Measures			Absolute measures (Abs)		Like-for-like (Lfl)			Absolute measures (Abs)				
	EPRA code	Measurement unit	Indicator	2020	2021	2020	2021	% change	2020	2021	% change		
GHG emissions	GHG-Dir-Abs		Direct	Total landlord-obtained	466,848	448,790	452,224	437,855	-3.2	20,211	20,190	-0.1	
				Total tenant-obtained	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D
				Total Scope 1	466,848	448,790	452,224	437,855	-3.2	20,211	20,190	-0.1	
				Total landlord-obtained	410,369	401,316	383,387	372,771	-2.8	6,814	7,707	13.1	
				Total tenant-obtained	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D
	GHG-Indir-Abs		Indirect	Total Scope 2	410,369	401,316	383,387	372,771	-2.8	6,814	7,707	13.1	
				Total landlord-obtained	144,102	138,836	137,413	135,512	-1.4	5,018	5,012	-0.1	
				Total tenant-obtained	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D
				Total Scope 3	144,102	138,836	137,413	135,512	-1.4	5,018	5,012	-0.1	
				Total	Scope 1 + Scope 2	877,216	850,106	835,612	810,626	-3.0	27,025	27,897	3.2
Total	t CO ₂	Scope 1 + Scope 2 + Scope 3	1,021,319	988,942	973,025	946,138	-2.8	32,043	32,910	2.7			
	No of applicable properties	GHG disclosure coverage	422,252	420,441		391,139	N/D	525	560	6.7			
	m ² of applicable properties		27,545,128	27,422,827		25,272,448	N/D	178,524	216,161	21.1			
	%	Proportion of GHG estimated	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D			
		(Scope 1 + Scope 2)/m ²	0.0397	0.0310	0.0331	0.0321	-3.0	0.04	0.04	-1.8			
	GHG-Int	t CO ₂ e	(Scope 1 + Scope 2 + Scope 3)/m ²	0.0371	0.0361	0.0385	0.0374	-2.8	0.05	0.04	-2.1		

You can also find the carbon footprint for the portfolio, including explanatory information, in the 2021 Sustainability Report in the table [Total Emissions in the Portfolio](#).

You can also find the carbon footprint for our business operations, including explanatory information, in the 2021 Sustainability Report in the table [Total Emissions in Business Operations](#).

Water	Water-Abs, Water-Lfl	m ³	Water	Landlord-shared services	53,150,358	49,597,199	48,259,972	45,632,811	-5.4	68,448	67,407	-1.5
				(Sub)metered exclusively to tenants	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/D
				Total landlord-obtained water	53,150,358	49,597,199	48,259,972	45,632,811	-5.4	68,448	67,407	-1.5
				Total tenant-obtained water	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/D
				Total water consumption	53,150,358	49,597,199	48,259,972	45,632,811	-5.4	68,448	67,407	-1.5
	Water-Int	m ³ /m ² /year	Water intensity	Water disclosure coverage	422,252	420,441		391,139	N/D	525	560	6.7
					27,545,128	27,422,827		25,272,448	N/D	178,524	216,161	21.1
				Proportion of water estimated	65.0	54.3	76.1	57.3	-24.8	59.6	78.4	31.6
					1.93	1.81	1.93	1.81	-6.7	0.39	0.33	-15.0

The portfolio's water consumption is based on extrapolations to a large extent (64%). Consumption relates to living and communal areas.

The water data for the portfolio can also be found in the 2021 Sustainability Report in the table [Fresh Water Consumption in the Portfolio](#).

You can find the water data for our business operations in the 2021 Sustainability Report in the table [Energy and Water Consumption in Business Operations](#).

Impact category	PORTFOLIO PERFORMANCE							OWN OFFICES				
	EPRA Sustainability Best Practice Performance Measures			Absolute measures (Abs)		Like-for-like (LfL)		Absolute measures (Abs)				
Environmental impact	EPRA code	Measurement unit	Indicator	2020	2021	2020	2021	% change	2020	2021	% change	
Waste	Waste-Abs, Waste-LfL	m ³	Total landlord-obtained waste	5,573,421	6,010,835	5,103,378	5,711,472	11.9	N/A	N/A	N/D	
			Total tenant-obtained waste	N/A	N/A	N/D	N/D	N/D	N/A	N/A	N/D	
			Total waste by disposal route	5,573,421	6,010,835	5,103,378	5,711,472	11.9	N/A	N/A	N/D	
			Recycled	33.9	34.9	31.9	33.7	5.5	N/A	N/A	N/D	
			Incineration	31.2	32.2	30.7	32.2	5.0	N/A	N/A	N/D	
			Landfill	5.0	5.3	5.0	5.4	7.8	N/A	N/A	N/D	
			Other	29.8	27.6	32.4	28.7	-11.4	N/A	N/A	N/D	
		% Waste	No of applicable properties	Waste disclosure coverage	422,252	420,441		391,139	N/D	N/A	N/A	N/D
			m ² of applicable properties		27,545,128	27,422,827		25,272,448	N/D	N/A	N/A	N/D
			Tons	Total landlord-obtained waste	519,402	561,643	483,805	540,430	11.7	811	667	-17.7
				Total tenant-obtained waste	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/D
				Total waste by disposal route	519,402	561,643	483,805	540,430	11.7	811	667	-17.7
				Recycled	9.1	9.3	8.4	8.9	5.7	31.5	35.6	13.1
				Incineration	36.3	37.3	35.1	36.9	5.2	68.5	64.4	-6.0
	Landfill	21.3		22.6	20.9	22.6	8.1	N/D	N/D	N/D		
	Other	33.4		30.8	35.6	31.6	-11.2	N/D	N/D	N/D		
	% Waste	No of applicable properties	Waste disclosure coverage	422,252	420,441		391,139	N/D	525	556	5.9	
		m ² of applicable properties		27,545,128	27,422,827		25,272,448	N/D	178,524	212,753	19.2	

You can also find data on the portfolio's waste volumes, including explanatory information, in the 2021 Sustainability Report in the table [Waste Volume in the Portfolio](#).

You can also find data on the waste volume in business operations, including explanatory information, in the 2021 Sustainability Report in the table [Waste Volume in Business Operations](#).

Certified assets	Cert-Tot	%	Mandatory (Energy Performance Certificates)	% of portfolio certified by floor area	90.7	90.4	92.3	91.6	-0.8	N/D	N/D	N/D
				% of portfolio certified by number of properties	90.7	90.4	92.3	91.6	-0.8	N/D	N/D	N/D
				% of portfolio certified by value	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D
			Voluntary (BREEAM, BRAVE, LEED)	% of portfolio certified by floor area	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D
				% of portfolio certified by number of properties	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D
				% of portfolio certified by value	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D

Social Performance Measures

				PORTFOLIO PERFORMANCE		
Impact category	EPRA Sustainability Best Practice Performance Measures			Portfolio		
Social & Corporate Governance impacts	EPRA code	Measure-ment unit	Indicator	2020	2021	% change
Health and safety	H&S-Asset	% of assets	Asset health and safety assessments	111	91	-18.0
	H&S-Comp	Total number of incidents	Asset health and safety compliance	0	0	0.0

Safety checks are conducted at Vonovia at regular intervals (every two years) from the date of the first inspection; the annual certificates are therefore not distributed exactly equally (50%-50%). Inspections carried out up to Dec. 31; figures above 100% are the result of inspections carried out in the previous year. During the reporting period, the inspections did not reveal any violations of regulations and/or voluntary codes concerning health and safety aspects that were not immediately remedied. Vonovia has established standard processes for handling defects discovered as a result of inspections, which request prompt handling. These processes continued to function perfectly during the reporting period. This information relates to the Germany region. No evaluations have been performed for Austria or Sweden yet. You can find more information in the table [Safety Inspections Vonovia Germany](#).

				CORPORATE PERFORMANCE		
Impact category	EPRA Sustainability Best Practice Performance Measures			Corporate		
Social & Corporate Governance impacts	EPRA code	Measure-ment unit	Indicator	2020	2021	% change
Health and safety		Per 100,000 hours worked	Injury rate Direct employees	1.6	1.4	-12.5
		Per 100,000 hours worked	Lost day rate Direct employees	2.6	2.1	-19.2
		Days per employee	Absentee rate Direct employees	5.4%	5.6%	3.7
	H&S-Emp	Total number	Fatalities Direct employees	0	1	0.0

No statistics are kept for Sweden at present. Vonovia does not yet record the accident figures of subcontractors.

Lost day rate:

Occupational diseases cannot be evaluated as the reason for occupational diseases is not recorded in Germany. Number of occupational accidents with at least one day lost per 1 million working hours (= LTIFR).

While the calculation in the Sustainability Report differs slightly from the information presented in the EPRA sBPR, the figures on which the information is based are identical.

You can find more information in the table [Occupational Health and Safety](#).

Impact category	EPRA Sustainability Best Practice Performance Measures			CORPORATE PERFORMANCE		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2020	2021	% change
Diversity-Emp		% of female employees	Board of Directors members	33.3	33.3	0.0
			Executive Management	25.0	25.0	0.0
			Managers	25.9	28.0	8.1
			All employees	24.9	25.7	3.2
Diversity	Diversity-Pay	Ratio (women/men)	Board of Directors members	AR 2020, p. 122 et seq.	Remuneration Report 2021, p. 22 et seq.	N/A
			Executive Management	AR 2020, p. 115 et seq.	Remuneration Report 2021, p. 4 et seq.	N/A
			Managers	96.3	91.5	-5.0
			All employees	106.9	106.4	-0.5

Diversity-Emp:

The key figures for diversity are calculated on the basis of Vonovia's headcount, and not based on full-time equivalents (FTEs). A calculation based on FTEs would produce a rate of 24.2% of female employees in 2021 and 23.6% in 2020.

The figures for the management show the first and second level below the Management Board.

More information is available in the [2021 Annual Report](#) and in the table [Employee by employment contract and gender](#) in the 2021 Sustainability Report.

Diversity-Pay:

Vonovia is committed to ensuring the greatest possible degree of transparency in matters relating to pay. As the components of the remuneration paid to the Supervisory Board and the Management Board depend on several remuneration components, we have not shown a ratio here. Please refer to the Remuneration Report 2021 for this information.

[For the Supervisory Board](#)

[For the Management Board](#)

The ratios and specific remuneration levels for all employees as well as the ratios for the managers (first and second level below the Management Board) can be found in the 2021 Sustainability Report in the table [Gender Pay Ratio](#). The ratio for the management level relates exclusively to Germany.

Emp-Training	Average hours	Employee training and development	Women	8.2	10.2	24.4
			Men	26.4	30.0	13.6
			All employees	34.5	40.2	16.5
Emp-Dev	% of employees	Employee performance appraisals	Women	42.5	45.4	3.2
			Men	57.5	54.6	-5.0
			All employees	35.0	38.6	10.3
Employees	Total number and rate	New hires	Total number of new employees	1,616	1,907	18.0
			Proportion of new employees	15.2%	17.7%	16.4
			Total number of departed employees	1,510	1,617	7.1
			Proportion of departed employees	14.2%	15.0%	5.6
Emp-Turn-over		Total number of employees	10,622	10,768	1.4	

Emp-Training:

The calculation is performed based on the total hours of vocational and further training divided by the total hours for all employees (FTE). The data only includes Germany and Austria. Further information and additional key figures on this can be found in the 2021 Sustainability Report in the table [Training and Education](#).

Emp-Dev:

Statistics are not yet available for Sweden. You can find more information in the table [Performance Appraisal](#).

Emp-Turnover:

The turnover rate is calculated in accordance with the German Commercial Code (excluding trainees, external staff, bodies and miscellaneous employees). Employees leaving the company include voluntary resignations, dismissals, retirement and deaths. They exclude traineeships that have come to an end and integration-related dismissals.

You can find more information in the table [Personnel Turnover](#).

Impact category	EPRA Sustainability Best Practice Performance Measures			CORPORATE PERFORMANCE		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2020	2021	% change
Communities	Comty-Eng	Percentage of assets	Community engagement, impact assessments and development programs	100	100	0.0

Vonovia is involved in local communities and in activities affecting its own tenants in a variety of ways. Proximity to our customers and making it convenient for them to contact us are key elements of our customer service philosophy. Our tenants can reach us 24/7 via our caretakers, our rental offices, the customer portal and our customer hotline. We have an extensive hardship management system in place to provide individual support to all tenants faced with difficult situations. This applies to 100% of our assets under operational control.

In addition, we rely on extensive neighborhood development measures. By way of example, consultation procedures are used in all modernization processes so that tenants can help to shape the change processes involved. In Germany we modernized 8,230 apartments in 2021 and reached out for 3,631 tenants (units) by organizing 79 tenant meetings and consultation processes.

The vast majority of our existing buildings, however, are not undergoing any changes, meaning that consultation procedures play less of a role. The consultation procedures are organized and implemented individually by local Vonovia representatives.

Social and charitable organizations make a big contribution to vibrant neighborhoods. Vonovia supports these organizations based on the local requirements, by providing rent-free or discounted commercial premises or financial support. This is based on [Group guidelines](#) that set out the scope of support provided and the objective of the commitment. Any support provided must serve to strengthen a sense of community spirit. An amount of approx. € 1.5 million in grants for social projects and facilities was invested in more than 320 projects in 2021.

You can find further key figures on our social commitment in the table [Social Key Figures \(in Germany\)](#) in the 2021 Sustainability Report.

You can find descriptions of a large number of projects at: <https://www.vonovia.de/de-de/vor-ort> (only available in German).

Corporate Performance Measures

Impact category	EPRA Sustainability Best Practice Performance Measures			CORPORATE PERFORMANCE		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2020	2021	% change
Corporate Governance	Gov-Board	Total number	Composition of the highest governance body	12	12	0.0
			Executive	0	0	0.0
			Non executive	12	12	0.0
	Gov-Selec	Narrative on process	Process for nominating and selecting the highest governance body	AR 2020 , p. 30 et seq.	AR 2021 , p. 40 et seq.	
Gov-Col	Narrative on process	Process for managing conflicts of interest	AR 2020 , p. 32 et seq.	AR 2021 , p. 43		

Gov-Board, Gov-Selec & Gov-Col:
The composition of the management and control bodies is described in detail in the [2021 Annual Report](#).
You can also find more information in the table [Diversity of Controlling Bodies](#) in the 2021 Sustainability Report.
The process for dealing with conflicts of interest is also described in the [2021 Annual Report](#).

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