

2020

EPRA Sustainability Best Practice Recommendations

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Introduction

Vonovia is a leading international residential real estate company with a portfolio of around 355,000 of its own apartments (December 31, 2020) 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 10,622 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.

[📄 SR 2020, p. 9 et seqq.](#)

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. In contrast to previous years, we have included all acquisitions made in the 2020 fiscal year in this report. This concerned the acquisitions of the project developer Bien-Ries, which was acquired on April 2, 2020, and H&L Immobilien GmbH, which was acquired by Vonovia on December 30, 2020. Deviations from this rule are indicated in the respective text or key figure sections.

Coverage

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

Portfolio

The sustainability figures presented for 2020 include 422,252 residential and commercial units covering a total area of 27,545,128 m².

Residential and Commercial Units/Area per Region

Region	Residential and commercial units	Area in m ²
Germany	359,071	22,765,005
Austria	22,761	1,804,164
Sweden	40,420	2,975,959
Total	422,252	27,545,128

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 2019 and 2020 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. 78%), meaning that 22% of the data is based on consumption certificates. There is no energy certificate data available for 9.3% 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 by the auditor of the annual financial statements, KPMG (☞-☞ SR 2020, p. 135 et seqq.). 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 only full German portfolio due to the circumstances, that the databasis is not sufficient for Austria and Sweden to calculate exact and reliable Like-for-like figures.

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 2020 Annual Report. ☞-☞ AR 2020, p. 73 et seqq.

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

As residential properties account for 98.4% of our portfolio, our reporting focus is on this asset class. A supplementary view on the building age classes can be found in our 2020 Sustainability Report. [☞-☞ SR 2020, p. 107 et seqq.](#)

We also describe our new construction segment in detail in the annual report chapter Portfolio in the Development Business. [☞-☞ AR 2020, p. 77 et seqq.](#)

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. An overview of our strategic approach can be found in our 2020 Sustainability Report. [☞-☞ SR 2020, p. 9 et seqq.](#)

For the important sub-area of ecological development, the strategy is comprehensively described here: [☞-☞ SR 2020, p. 23 et seqq.](#)

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 (2018, 2019 and 2020) in the 2020 Sustainability Report. As far as the EPRA key figures are concerned, we refer to the 2019 and 2020 fiscal years. As some key figures have been added for the first time, only data for the current fiscal year is available.

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 our 2020 Sustainability Report. [☞-☞ SR 2020, p. 14 et seqq.](#)

Further information on the Overarching Recommendations can be found in the chapter About This Report in our 2020 Sustainability Report ([☞-☞ SR 2020, p. 104 et seqq.](#)).

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 2020 Sustainability Report in the chapter About This Report (SR 2020, p. 104 et seqq.).

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	2019	2020	2019	2020	% change	2019	2020	% change				
Energy	Elec-Abs, Elec-LfL	MWh	Electricity	Landlord-shared services (Sub)metered exclusively to tenants	68,635	115,757	41,256	47,058	14.1	11,225	8,995	-19.9			
				Total landlord-obtained electricity	68,635	115,757	41,256	47,058	14.1	11,225	8,995	-19.9			
				Total tenant-obtained electricity	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/D			
				Total electricity	68,635	115,757	41,256	47,058	14.1	11,225	8,995	-19.9			
				% from renewable sources	46.7%	77.3%	N/D	N/D	N/D	60.4%	72.2%	19.5			
				No of applicable properties	400,082	422,252		355,750	N/D	475	525	10.5			
				m ² of applicable properties	25,991,328	27,545,128		22,540,360	N/D	193,727	178,524	-7.8			
				%			Proportion of electricity estimated	3.0	2.5	3.0	3.0	0.2	69.3	59.6	-14.0
							Landlord-shared services (Sub)metered exclusively to tenants	2,341,893	2,309,798	2,180,674	2,137,121	-2.0	81,099	80,740	-0.4
							Total landlord-obtained fuel	2,341,893	2,309,798	2,180,674	2,137,121	-2.0	81,099	80,740	-0.4
				Total tenant-obtained fuel	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/D			
				Total fuel	2,341,893	2,309,798	2,180,674	2,137,121	-2.0	81,099	80,740	-0.4			
				% from renewable sources	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/D			
				No of applicable properties	203,180	195,666		187,893	N/D	216	241	11.6			
				m ² of applicable properties	13,031,413	12,354,753		11,769,340	N/D	48,699	41,097	-15.6			
				%					N/D	69.3	59.6	-14.0			
				for landlord-shared services (Sub)metered exclusively to tenants	1,897,779	2,104,170	1,439,911	1,404,165	-2.5	13,867	13,722	-1.0			
				Total landlord-obtained heating & cooling	1,897,779	2,104,170	1,439,911	1,404,165	-2.5	13,867	13,722	-1.0			
				Total tenant-obtained heating & cooling	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/D			
				Total heating & cooling	1,897,779	2,104,170	1,439,911	1,404,165	-2.5	13,867	13,722	-1.0			
			District heating & cooling	1,897,779	2,104,170	1,439,911	1,404,165	-2.5	13,867	13,722	-1.0				
			% from renewable sources	0.0	0.0	0.0	0.0	0.0	0	0	N/D				
			No of applicable properties	179,155	184,831		139,658	N/D	219	244	11.4				
			m ² of applicable properties	11,787,187	12,179,882		8,801,199	N/D	79,479	71,877	-9.6				
			%					N/D	69.3	59.6	-14.0				
			MWh/m ² /year	0.166	0.165	N/D	N/D	N/D	0.164	0.158	-3.6				
			Energy intensity												

You can also find the energy data for the portfolio, including explanatory information, in the 2020 Sustainability Report in the table [Energy Consumption in the Portfolio/SR 2020, p. 108 et seqq.](#)

You can also find the energy data for our office buildings, including explanatory information, in the 2020 Sustainability Report in the table [Energy Consumption in Business Operations/SR 2020, p. 112 et seqq.](#)

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	2019	2020	2019	2020	% change	2019	2020	% change		
GHG emissions	GHG-Dir-Abs		Direct	Total landlord-obtained	571,744	466,848	544,504	435,624	-20.0	24,391	20,211	-	
				Total tenant-obtained	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D	-
				Total Scope 1	571,744	466,848	544,504	435,624	-20.0	24,391	20,211	-17.1	
				Total landlord-obtained	466,892	410,369	376,988	331,723	-12.0	8,757	6,814	-	
				Total tenant-obtained	N/D	N/D	N/D	N/D	N/D	N/D	N/D	-	
				Total Scope 2	466,892	410,369	376,988	331,723	-12.0	8,757	6,814	-22.2	
	GHG-Indir-Abs		Indirect	Total landlord-obtained	137,860	144,102	119,825	122,853	2.5	5,346	5,018	-	
				Total tenant-obtained	N/D	N/D	N/D	N/D	N/D	N/D	N/D	-	
				Total Scope 3	137,860	144,102	119,825	122,853	2.5	5,346	5,018	-6.1	
				Total	Scope 1 + Scope 2	1,038,636	877,216	921,491	767,347	-16.7	33,148	27,025	-
Total	t CO ₂	Scope 1 + Scope 2 + Scope 3	1,176,496	1,021,319	1,041,316	890,200	-14.5	38,494	32,043	-			
	No of applicable properties	GHG disclosure coverage	400,082	422,252		355,750	N/D	475	525	-			
	m ² of applicable properties	GHG disclosure coverage	25,991,328	27,545,128		22,540,360	N/D	193,727	178,524	-			
	%	Proportion of GHG estimated	N/D	N/D	N/D	N/D	N/D	69.3	59.6	-			
		(Scope 1 + Scope 2)/m ²	0.0400	0.0397	0.0421	0.0351	-16.6	0.05	0.04	-			
		(Scope 1 + Scope 2 + Scope 3)/m ²	0.0453	0.0371	0.0462	0.0395	-14.4	0.05	0.05	-			
	GHG-Int	t CO ₂ e											

You can also find the carbon footprint for the portfolio, including explanatory information, in the 2020 Sustainability Report in the table [Total Emissions in the Portfolio/SR 2020, p. 115](#).

You can also find the carbon footprint for our business operations, including explanatory information, in the 2020 Sustainability Report in the table [Total Emissions in Business Operations/SR 2020, p. 115](#).

Water		Water	Landlord-shared services	45,236,534	53,150,358	44,625,111	43,929,421	-1.6	103,328	68,448	-	
			(Sub)metered exclusively to tenants	N/D	N/D	N/D	N/D	N/D	N/A	N/A	-	
			Total landlord-obtained water	45,236,534	53,150,358	44,625,111	43,929,421	-1.6	103,328	68,448	-33.8	
			Total tenant-obtained water	N/D	N/D	N/D	N/D	N/D	N/A	N/A	N/A	
			Total water consumption	45,236,534	53,150,358	44,625,111	43,929,421	-1.6	103,328	68,448	-33.8	
			No of applicable properties	Water disclosure coverage	400,082	422,252		355,750	N/D	475	525	-
		m ² of applicable properties	Water disclosure coverage	25,991,328	27,545,128		22,540,360	N/D	193,727	178,524	-	
		Water-Abs, Water-Lfl	%	Proportion of water estimated	67.6	65.0	65.0	84.9	30.7	69.3	59.6	-
		Water-Int	m ³ /m ² /year	Water intensity	1.98	1.93	1.98	1.95	-1.5	0.53	0.39	-

The portfolio's water consumption is based on extrapolations to a large extent (67%). Consumption relates to living and communal areas.

The water data for the portfolio can also be found in the 2020 Sustainability Report in the table [Fresh Water Consumption in the Portfolio/SR 2020, p. 110](#).

You can find the water data for our business operations in the 2020 Sustainability Report in the table [Energy and Water Consumption in Business Operations/SR 2020, p.112](#).

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	2019	2020	2019	2020	% change	2019	2020	% change			
Waste	Waste-Abs, Waste-LfL	m ³	Total landlord-obtained waste	5,053,052	5,573,421	4,899,587	4,719,227	-3.7	N/A	N/A	-			
			Total tenant-obtained waste	N/A	N/A	N/D	N/D	N/D	N/A	N/A	-			
			Total waste by disposal route	5,053,052	5,573,421	4,899,587	4,719,227	-3.7	N/A	N/A	N/A			
			Recycled	30.1	33.9	30.1	29.9	-0.9	N/A	N/A	-			
			Incineration	32.9	31.2	32.9	31.7	-3.5	N/A	N/A	-			
			Landfill	5.0	5.0	5.0	5.2	5.2	N/A	N/A	-			
			Other	32.0	29.8	32.0	33.2	3.6	N/A	N/A	-			
			No of applicable properties	359,686	422,252		355,750	N/D	N/A	N/A	-			
			m ² of applicable properties	22,865,032	27,545,128		22,540,360	N/D	N/A	N/A	-			
			Waste	Waste-Abs, Waste-LfL	Tons	Total landlord-obtained waste	485,828	519,402	471,073	458,118	-2.8	899	811	-9.8
						Total tenant-obtained waste	N/D	N/D	N/D	N/D	N/D	N/A	N/A	-
						Total waste by disposal route	485,828	519,402	471,073	458,118	-2.8	899	811	-9.8
						Recycled	7.8	9.1	7.8	7.7	-1.9	45.5	31.5	-
						Incineration	37.0	36.3	37.0	35.4	-4.4	54.5	68.5	-
Landfill	20.4	21.3				20.4	21.3	4.2	N/D	N/D	-			
Other	34.7	33.4				34.7	35.6	2.7	N/D	N/D	-			
No of applicable properties	359,686	422,252					355,750	N/D	475	525	-			
m ² of applicable properties	22,865,032	27,545,128					22,540,360	N/D	193,727	178,524	-			

You can also find data on the portfolio's waste volumes, including explanatory information, in the 2020 Sustainability Report in the table [Waste Volume in the Portfolio/SR 2020, p. 110](#).

You can also find data on the waste volume in business operations, including explanatory information, in the 2020 Sustainability Report in the table [Waste Volume in Business Operations/SR 2020, p. 113](#).

Certified assets	Cert-Tot	%	Mandatory (Energy Performance Certificates)	% of portfolio certified by floor area	91.0	90.7	95.8	92.7	-3.3	N/D	N/D	N/D	
				% of portfolio certified by number of properties	91.0	90.7	95.8	92.7	-3.3	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	
				% of portfolio certified by floor area	N/D	N/D	N/D	N/D	N/D	N/D	N/D	N/D	
				Voluntary (BREEAM, BRAVE, LEED)	% 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	2019	2020	% change
Health and safety	H&S-Asset	% of assets	Asset health and safety assessments	113	111	-1.8
	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 for 2020 have been performed for Austria or Sweden yet. You can find more information in the table [Safety Inspections Vonovia Germany/SR 2020, p. 126](#).

				CORPORATE PERFORMANCE		
Impact category	EPRA Sustainability Best Practice Performance Measures			Corporate		
Social & Corporate Governance impacts	EPRA code	Measure-ment unit	Indicator	2019	2020	% change
Health and safety	H&S-Emp	Per 100,000 hours worked	Injury rate Direct employees	2.6	1.6	-38.5
		Per 100,000 hours worked	Lost day rate Direct employees	-	2.6	-
		Days per employee	Absentee rate Direct employees	5.6%	5.4%	-3.6
	Total number	Fatalities Direct employees	0	0	0.0	

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

Lost day rate:

Only time lost due to occupational and commuting accidents; occupational diseases cannot be evaluated as the reason for occupational diseases is not recorded in Germany. Number of occupational and commute-related accidents with at least one day lost per 1 million working hours (= LTIFR); new indicator introduced in 2020 resp. change of calculation method, therefore no data for previous year. 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/SR 2020, p. 123](#).

Impact category	EPRA Sustainability Best Practice Performance Measures			CORPORATE PERFORMANCE		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2019	2020	% change
Diversity	Diversity-Emp	% of female employees	Board of Directors members	33.3	33.3	0.0
			Executive Management	25.0	25.0	0.0
			Managers	23.9	25.9	8.4
			All employees	23.9	24.9	4.2
			Board of Directors members	📄 AR 2019, p. 124	📄 AR 2020, p. 122 et seq.	N/A
	Diversity-Pay	Ratio (women/men)	Executive Management	📄 AR 2019, p. 122 et seq.	📄 AR 2020, p. 115 et seq.	N/A
			Managers	N/D	96.3	N/A
			All employees	116.1	106.9	-7.9

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 23.6% of female employees in 2020 and 22.6% in 2019.

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

More information is available in the [📄 2020 Annual Report](#) and in the table [📄 Employee by employment contract and gender](#) in the 2020 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 in the 2020 Annual Report 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 2020 Sustainability Report in the table [📄 Gender Pay Ratio](#).

Employees	Emp-Training	Average hours	Employee training and development	Women	N/A	8.2	N/A
			Men	N/A	26.4	N/A	
			All employees	N/A	34.5	N/A	
	Emp-Dev	% of employees	Employee performance appraisals	Women	41.8	42.5	1.7
			Men	58.2	57.5	-1.2	
			All employees	33.6	35.0	4.2	
	Emp-Turn-over	Total number and rate	Total number of new employees		2,364	1,616	-31.6
			New hires	Proportion of new employees	23.5%	15.2%	-35.3
			Total number of departed employees		1,793	1,510	-15.8
			Departures - turnover	Proportion of departed employees	17.8%	14.2%	-20.2
		Total number of employees		10,059	10,622	5.6	

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). We made a change of method in 2020, combining vocational and further training. This means that the previous year's figures are no longer comparable with the new ratio. The data only includes Germany for vocational training (we do not currently provide vocational training in the other countries) and Germany and Austria for further training. Further information and additional key figures on this can be found in the 2020 Sustainability Report at: Table [📄 Training and Education](#).

Emp-Dev:

Statistics are not yet available for Sweden. As statistics on the gender split for further training measures are not yet available for Austria, a 50/50 split has been assumed. 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	2019	2020	% 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. We modernized 11,299 apartments in 2020 and reached out for 6,534 tenants (units) by organizing 158 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 380 projects in 2020.

You can find further key figures on our social commitment in the table [Social Key Figures \(in Germany\)](#) in the 2020 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	2019	2020	% 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 2019 , p. 40 et seq.	AR 2020 , p. 30 et seq.	
Gov-Col	Narrative on process	Process for managing conflicts of interest	AR 2019 , p. 43	AR 2020 , p. 32 et seq.		

Gov-Board, Gov-Selec & Gov-Col:

The composition of the management and control bodies is described in detail in the [2020 Annual Report](#).

You can also find more information in the table [Diversity of Controlling Bodies](#) in the 2020 Sustainability Report.

The process for dealing with conflicts of interest is also described in the [2020 Annual Report](#).

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