

2022

EPRA Sustainability Best Practice Recommendations

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2022 EPRA Sustainability Best Practice Recommendations

Introduction

Vonovia is a leading international residential real estate company with a portfolio of around 488,000 (December 31, 2022) residential units in almost all of Germany's attractive cities and regions, as well as around 21,000 apartments in Austria and approximately 39,000 in Sweden. We employ 15,915 (incl. Care Segment) 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 more than 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 also included in this report. The exception is the care segment, which we do not report on a consolidated basis. It comprises 72 nursing care properties with a total of around 9,540 nursing places, 71 of which are owned by Deutsche Wohnen. 3,798 employees work in this segment – primarily as nursing staff.

Coverage

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

Portfolio

The sustainability figures presented for 2022 include 557,362 residential and commercial units covering a total area of 35,712,539 m².

Residential and Commercial Units/Area per Region

Region	Residential and commercial units	Area in m ²
Germany	493,754	30,916,044
Austria	22,006	1,737,266
Sweden	41,602	3,059,229
Total	557,362	35,712,539

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 Essen 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 2021 and 2022 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. 77%), meaning that 13% of the data is based on consumption certificates. There is no energy certificate data available for 6.9% 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 key information and key figures of the Sustainability Report 2022 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.

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 2022 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 98.4% of our portfolio, our reporting focus is on this asset class. A supplementary view on the building age classes can be found in our 2022 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 2022 Sustainability Report (see [☞ Our Approach to Sustainable Development](#)).

For the important sub-area of ecological development, the strategy is comprehensively described in the chapter [☞ 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 (2020, 2021 and 2022) in the 2022 Sustainability Report. As far as the EPRA key figures are concerned, we refer to the 2021 and 2022 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). For both perspectives, we incorporate the views of relevant internal and external stakeholders.

We redefined the material topics in 2020 as part of an extensive, testable materiality analysis. The resulting materiality matrix replaced the one in place since 2017 (see [☞ Vonovia Sustainability Report 2016](#)). 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. Due to the merger between Vonovia and Deutsche Wohnen, we compared the materiality analysis of both companies back in 2021, assigning the Deutsche Wohnen sustainability topics to those of Vonovia.

In the summer of 2022, we once again performed a critical review of all topics against the backdrop of integration and consolidated reporting, as well as new regulations and changes in general conditions. This review resulted in us slightly upgrading individual topics (Protecting of biodiversity, Digitalization and data security, Human rights due diligence and supply chain) due to increased regulatory requirements (EU taxonomy and the Act on Corporate Due Diligence Obligations in Supply Chains) or higher impact assessments. No changes have been made to their assignment to the material topics. The aim is to create a comprehensible basis to position Vonovia strategically and sustainably. See also [☞ Material Topics](#) in the 2022 Sustainability Report.

Further information on the Overarching Recommendations can be found in the chapter [☞ About This Report](#) in our 2022 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 2022 Sustainability Report in the chapter [About This Report](#).

Environmental Performance Measures

Impact category	EPRA Sustainability Best Practice Performance Measures			PORTFOLIO PERFORMANCE					HEADQUARTERS						
				Absolute measures (Abs)		Like-for-like (Lfl)			Absolute measures (Abs)						
Environmental impact	EPRA code	Measurement unit	Indicator	2021	2022	2021	2022	% change	2021	2022	% change				
Energy	Elec-Abs, Elec-Lfl	MWh	Electricity	Landlord shared services	189,724	207,372	150,555	173,713	15.4	10,300	13,832	34.3			
				(Sub)metered exclusively to tenants	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
				Total landlord-obtained electricity	189,724	207,372	150,555	173,713	15.4	10,300	13,832	34.3			
				Total tenant-obtained electricity	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
				Total electricity	189,724	207,372	150,555	173,713	15.4	10,300	13,832	34.3			
				% from renewable sources	72.1	75.3		71.0		72.3	82.4	13.9			
				No of applicable properties	420,441	557,362		408,464		560	614	9.6			
				m ² of applicable properties	27,422,827	35,712,539		26,561,961		216,161	296,810	37.3			
				%	6.1	4.0	5.8	3.6	-38.0	70.4	73.7	4.8			
				Fuel-Abs, Fuel-Lfl	MWh	Fuel	Landlord-shared services	2,230,278	2,671,094	2,173,935	1,996,604	-8.2	81,443	84,354	3.6
							(Sub)metered exclusively to tenants	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							Total landlord-obtained fuel	2,230,278	2,671,094	2,173,935	1,996,604	-8.2	81,443	84,354	3.6
							Total tenant-obtained fuel	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total fuel	2,230,278	2,671,094				2,173,935	1,996,604	-8.2	81,443	84,354	3.6			
	% from renewable sources	0.0	0.0					0.0		0.0	0.0	N/A			
	No of applicable properties	194,046	252,125					191,052		280	307	9.8			
	m ² of applicable properties	12,300,573	15,868,080					12,097,174		54,593	87,368	60.0			
	%	12.1	8.1				10.7	4.2	N/A	5.0	7.0	40.1			
	DH&C-Abs, DH&C-Lfl	MWh/m ² /year	Energy intensity				for landlord-shared services	2,014,114	2,620,895	1,704,027	1,906,395	11.9	15,293	15,183	-0.7
							(Sub)metered exclusively to tenants	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							Total landlord-obtained heating & cooling	2,014,114	2,620,895	1,704,027	1,906,395	11.9	15,293	15,183	-0.7
							Total tenant-obtained heating & cooling	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Total heating & cooling	2,014,114	2,620,895	1,704,027	1,906,395	11.9	15,293	15,183	-0.7			
				% from renewable sources	0.7	17.8		18.7		0	0	N/A			
				No of applicable properties	192,353	261,623		159,807		281	307	9.4			
				m ² of applicable properties	12,812,608	16,898,701		10,444,157		161,568	209,442	29.6			
%				15.6	8.9	13.4	6.7	-49.8	74.7	83.0	11.1				
Energy-Int					0.162	0.154	0.160	0.153	-3.9	0.154	0.135	-12.1			

You can also find the energy data for the portfolio, including explanatory information, in the 2022 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 2022 Sustainability Report in the table [Energy Consumption in Business Operations](#).

Impact category	EPRA Sustainability Best Practice Performance Measures			PORTFOLIO PERFORMANCE					HEADQUARTERS				
				Absolute measures (Abs)		Like-for-like (Lfl)			Absolute measures (Abs)				
Environmental impact	EPRA code	Measurement unit	Indicator	2021	2022	2021	2022	% change	2021	2022	% change		
				GHG emissions	GHG-Dir-Abs		Direct	Total landlord-obtained	448,790	526,253	435,397	390,914	-10.2
Total tenant-obtained	N/A	N/A	N/A					N/A	N/A	N/A	N/A	N/A	N/A
Total Scope 1	448,790	526,253	435,397					390,914	-10.2	20,190	20,857	3.3	
Total landlord-obtained	401,316	354,117	386,485					244,736	-36.7	7,707	8,211	6.5	
Total tenant-obtained	N/A	N/A	N/A					N/A	N/A	N/A	N/A	N/A	N/A
GHG-Indir-Abs		Indirect	Total Scope 2		401,316	354,117	386,485	244,736	-36.7	7,707	8,211	6.5	
			Total landlord-obtained		138,836	244,865	132,449	183,562	38.6	5,012	6,711	33.9	
			Total tenant-obtained		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			Total Scope 3		138,836	244,865	132,449	183,562	38.6	5,012	6,711	33.9	
			Total		Scope 1 + Scope 2	850,106	880,370	821,882	635,650	-22.7	27,897	29,068	4.2
Total	t CO ₂	Scope 1 + Scope 2 + Scope 3	988,942	1,125,235	954,331	819,212	-14.2	32,910	35,779	8.7			
	No of applicable properties	GHG disclosure coverage	420,441	557,362		408,464	N/A	560	614	9.6			
	m ² of applicable properties		27,422,827	35,712,539		26,561,961	N/A	216,161	296,810	37.3			
	%	Proportion of GHG estimated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
		(Scope 1 + Scope 2)/m ²	0.0310	0.0247	0.0230	0.0178	-22.7	0.04	0.03	-25.0			
		(Scope 1 + Scope 2 + Scope 3)/m ²	0.0361	0.0315	0.0267	0.0229	-14.2	0.04	0.03	-27.1			
	GHG-Int	t CO ₂ e											

You can also find the carbon footprint for the portfolio as well as our business operation, including explanatory information, in the 2022 Sustainability Report in the table [Carbon Emissions](#).

Water	Water-Abs, Water-Lfl	m ³	Water	for landlord shared services	33,686,040	42,216,958	32,744,315	33,479,921	2.2	67,407	48,071	-28.7	
				(Sub)metered exclusively to tenants	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Total landlord-obtained water	33,686,040	42,216,958	32,744,315	33,479,921	2.2	67,407	48,071	-28.7	
				Total tenant-obtained water	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Total water consumption	33,686,040	42,216,958	32,744,315	33,479,921	2.2	67,407	48,071	-28.7	
	Water-Int	m ³ /m ² /year	Water intensity	No of applicable properties	420,441	557,362		408,464	N/A	560	614	9.6	
				m ² of applicable properties	27,422,827	35,712,539		26,561,961	N/A	216,161	296,810	37.3	
				Proportion of water estimated	22.3	19.9	20.4	16.9	-17.1	78.4	81.5	3.9	
					1.23	1.18	1.23	1.26	2.2	0.33	0.18	-46.4	

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 2022 Sustainability Report in the table [Fresh Water Consumption in the Portfolio](#).

You can find the water data for our business operations in the 2022 Sustainability Report in the table [Energy and Water Consumption in Business Operations](#).

Impact category	EPRA Sustainability Best Practice Performance Measures			PORTFOLIO PERFORMANCE					HEADQUARTERS						
				Absolute measures (Abs)		Like-for-like (Lfl)			Absolute measures (Abs)						
Environmental impact	EPRA code	Measurement unit	Indicator	2021	2022	2021	2022	% change	2021	2022	% change				
Waste	Waste-Abs, Waste-Lfl	m ³	Total landlord-obtained waste	5,876,752	7,509,197	5,758,466	5,444,414	-5.5	N/A	N/A	N/A				
			Total tenant-obtained waste	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
			Total waste by disposal route	5,876,752	7,509,197	5,758,466	5,444,414	-5.5	N/A	N/A	N/A				
			Recycled	66.3	63.8	66.3	63.5	-4.3	N/A	N/A	N/A				
			Incineration	20.6	22.1	20.6	22.3	8.3	N/A	N/A	N/A				
			Landfill	4.5	5.0	4.5	5.0	11.1	N/A	N/A	N/A				
			Waste	Other	8.6	9.1	8.6	9.2	7.5	N/A	N/A	N/A			
			No of applicable properties	Waste disclosure coverage	420,441	557,362		408,464	N/A	N/A	N/A	N/A			
			m ² of applicable properties	Waste disclosure coverage	27,422,827	35,712,539		26,561,961	N/A	N/A	N/A	N/A			
			Waste	Waste-Abs, Waste-Lfl	Tons	Total landlord-obtained waste	385,363	519,497	377,498	376,120	-0.4	667	861	29.0	
						Total tenant-obtained waste	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
						Total waste by disposal route	385,363	519,497	377,498	376,120	-0.4	667	861	29.0	
						Recycled	25.3	23.0	25.3	23.0	-9.2	35.6	35.6	0.0	
						Incineration	34.1	34.6	34.1	35.0	2.8	64.4	64.4	0.0	
						Landfill	27.0	28.6	27.0	28.4	5.4	N/A	N/A	N/A	
						Waste	Other	13.6	13.8	13.6	13.9	2.0	N/A	N/A	N/A
No of applicable properties	Waste disclosure coverage	420,441				557,362		408,464	N/A	556	614	10.4			
m ² of applicable properties	Waste disclosure coverage	27,422,827				35,712,539		26,561,961	N/A	212,753	296,810	39.5			

You can also find data on the portfolio's waste volumes, including explanatory information, in the 2022 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 2022 Sustainability Report in the table [Waste Volume in Business Operations](#).

Certified assets	Cert-Tot	%	% of portfolio certified by floor area	90.4	93.1	90.6	96.2	6.2	70.9	78.3	10.4	
			Mandatory (Energy Performance Certificates)	% of portfolio certified by number of properties	91.1	93.7	91.2	97.5	6.9	85.2	94.1	10.5
			% of portfolio certified by value	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			% of portfolio certified by floor area	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Cert-Tot	%	Voluntary (BREEAM, BRAVE, LEED)	% of portfolio certified by number of properties	N/A							
			% of portfolio certified by value	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Social Performance Measures

				PORTFOLIO PERFORMANCE		
Impact category	EPRA Sustainability Best Practice Performance Measures			Portfolio		
Social & Corporate Governance impacts	EPRA code	Measure-ment unit	Indicator	2021	2022	% change
Health and safety	H&S-Asset	% of assets	Asset health and safety assessments	91.4	65.3	-28.6
	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 German region (excl. Deutsche Wohnen). 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	2021	2022	% change
Health and safety		Per 100,000 hours worked	Injury rate Direct employees	1.4	1.4	0.0
		Per 100,000 hours worked	Lost day rate Direct employees	2.1	2.2	4.8
		Days per employee	Absentee rate Direct employees	5.6	5.8	3.6
	H&S-Emp	Total number	Fatalities Direct employees	1	0	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	2021	2022	% change	
Diversity	Diversity-Emp	% of female employees	Board of Directors members	33.3	33.3	0.0	
			Executive Management	25.0	20.0	-20.0	
			Managers	28.0	25.1	-10.4	
			All employees	25.7	28.2	9.7	
	Diversity-Pay	Ratio (women/men)	Gender pay ratio	Board of Directors members	☞ ☞ Remuneration Report 2021, p. 22 et seq..	☞ ☞ Remuneration Report 2022, p. 22 et seq..	N/A
				Executive Management	☞ ☞ Remuneration Report 2021, p. 4 et seqq..	☞ ☞ Remuneration Report 2022, p. 4 et seqq..	N/A
				Managers	91.5	86.0	-6.0
				All employees	106.4	104.8	-1.5

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 26.8% of female employees in 2022 and 24.2% in 2021.

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

More information is available in the [☞](#) 2022 Annual Report and in the table [☞](#) Employee by employment contract and gender in the 2022 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 2022 for this information.

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 2022 Sustainability Report in the table [☞](#) Gender Pay Ratio. The ratio for the management level relates exclusively to Germany.

Employees	Emp-Training	Average hours	Employee training and development	Women	10.2	13.9	36.3
				Men	30.0	31.8	6.0
				All employees	40.2	45.7	13.7
	Emp-Dev	% of employees	Employee performance appraisals	Women	45.4	43.9	-3.3
				Men	54.6	56.1	2.7
				All employees	38.6	38.3	-0.8
	Emp-Turn-over	Total number and rate	Departures - turnover	Total number of new employees	1,907	2,099	10.1
				New hires	17.7	17.4	-1.7
				Total number of departed employees	1,617	2,077	28.4
				Proportion of new employees	17.7	17.4	-1.7
				Proportion of departed employees	15.0	17.2	14.7
				Total number of employees	10,768	12,063	12.0

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 2022 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	2021	2022	% 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 6,821 apartments in 2022 and reached out for 2,089 tenants (units) by organizing 114 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. € 1.2 million in grants for social projects and facilities was invested in around 330 projects in 2022.

You can find further key figures on our social commitment in the table [Social Key Figures \(in Germany, excl. Deutsche Wohnen\)](#) in the 2022 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	2021	2022	% 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 2021, p. 40 et seqq..	AR 2022, p. 24 et seqq..	
			Gov-Col	Narrative on process	Process for managing conflicts of interest	AR 2021, p. 43.	AR 2022, p. 26 et seq.	

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

The composition of the management and control bodies is described in detail in the [2022 Annual Report](#).

You can also find more information in the table [Diversity of Controlling Bodies](#) in the 2022 Sustainability Report.

The process for dealing with conflicts of interest is also described in the [2022 Annual Report](#).

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