

# GRI Report

## Universal Standards

### 102-9 Supply chain

Due to the different fields of activity, the supply chains of the five group companies differ significantly. The Jelmoli range includes approximately one million products from around 1 000 brands. In the reporting year, the company purchased goods worth approximately CHF 68 million. A large proportion of the products fall into the fashion, beauty, sport, food and home living categories.

Tertianum purchased goods and services worth around CHF 44.5 million in the reporting year, the majority of which were healthcare consumables, food, beverages, household goods as well as fuel, water and energy. When choosing its suppliers, Tertianum considers local companies and organisations where possible.

Wincasa purchases products and services in the mandate business for property owners, as well as for its own operations. In its mandate business, Wincasa applies ecological and social criteria that go beyond the legal requirements if requested by the property owner. In 2019, the company purchased some CHF 22 million worth of goods and services for its own operations from more than 70 direct suppliers.

At Swiss Prime Site Immobilien, the majority of purchased services are in the area of facility management, with an annual order volume of between CHF 7 million and CHF 14 million. Almost all purchases made by Swiss Prime Site Solutions are for services, also including the area of facility management. Purchases in connection with the managed property portfolio must always be approved by the owner (executive management or foundation board).

### 102-12 External initiatives

Swiss Prime Site is committed to conducting its business responsibly and with integrity. Besides complying with statutory requirements and regulatory standards, this also means adhering to the internal directives and principles that the Company has defined itself. The Code of Conduct is binding for all group companies and, among other things, is based on the principles of the United Nations' Universal Declaration of Human Rights.

Swiss Prime Site recognises the dangers associated with ongoing climate change and has committed itself to achieving the 2-degree goal under the Paris Agreement. The Company has adopted the target as a yardstick for its own climate goals and initiatives. When evaluating and disclosing the risks arising from climate change, Swiss Prime Site follows the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). More information on this can be found in the new TCFD Report.

### 102-13 Membership of associations

The various different associations and organisations that the Swiss Prime Site group companies are members of reflect the diversity of the fields in which they are active. All group companies strive to select organisations that stand for something related to their core business. Membership of associations is also about representing political interests, although this aspect is not the main focus. For example, the Swiss Prime Site Group is a member of the Verband Immobilien Schweiz (VIS), as well as Avenir Suisse and Greater Zurich Area. Swiss Prime Site is also an associate partner of Entwicklung Schweiz.

Swiss Prime Site Immobilien is represented on the supervisory board of Verband Immobilien Schweiz (VIS) that, among other things, is concerned with creating liberal market and competitive conditions. The company is also represented on the board of directors of Madaster, a Swiss platform aimed at improving resource efficiency in the construction and real estate sectors.

Wincasa is a member of the Schweizer Verband für Immobilien-treuhänder (SVIT), the largest association of its kind in Switzerland, as well as the Swiss Council of Shopping Centers (SCSC). In addition, the company is an accredited member of the Royal Institution of Chartered Surveyors (RICS), the world's largest professional body for real estate practitioners. It is also part of «Bauen digital Schweiz» that represents the interests of companies using digital technologies in construction.

Tertianum supports senesuisse, the Swiss association of economically independent residential and care homes for the elderly, that represents the interests and concerns of long-term care providers and is committed to counteracting excessive regulation of the healthcare sector. Tertianum is also a member of Curaviva, the umbrella association of institutions serving people in need of support. Through these two institutions, Tertianum puts its concerns forward in the political process.

Jelmoli attaches importance to maintaining good relations with its neighbours. Among other initiatives, it is a member of the Bahnhofstrasse Association that aims to preserve and promote Bahnhofstrasse as an attractive retail thoroughfare. As a member of the nationwide Swiss Retail Federation, Jelmoli works to further the interests of the retail sector. The company is also a founding member of the IGDS (Intercontinental Group of Department Stores), established in 1947. This enables it to maintain a close dialogue with other leading department stores across the globe.

As the real estate asset manager for the Swiss Prime Investment Foundation, Swiss Prime Site Solutions is a member of the Kon-

ferenz der Geschäftsführer von Anlagestiftungen (KGAST). The company also participates in other organisations on a project basis, such as espaceSolothurn, the economic development agency of the canton of Solothurn, where Swiss Prime Site Solutions has been working on a major development for several years with the «Riverside» Zuchwil project.

#### **102-16 Values, principles, standards and norms of behavior**

Swiss Prime Site uses a set of guiding principles and supporting statements to promulgate the values of respect, integrity, responsibility, ambition and innovation. All employees are expected to be respectful in their dealings with other people, to make integrity central to their actions, to act responsibly, to lead by example, to set themselves ambitious goals, to engage in continuous self-improvement and to put innovation into tangible effect. The Code of Conduct published in 2015 is based on these corporate values and all employees in all group companies are expected to adhere to it. Each group company has formulated specific directives to complement the principles set out in the Code of Conduct.

Thanks to a clear set of rules, all employees are sufficiently aware of what behaviour is appropriate and can therefore make decisions more easily. In 2016, the corporate values and the Code of Conduct were introduced in the individual group companies, where they have since been embedded in the corporate culture through regular information events and ad hoc advice sessions. In addition, new management staff are made aware of the values and the Code of Conduct at the «Welcome Days». As a further measure in 2019, the entire policies and procedures system was revised at group level and prepared for the group companies to implement individually. All employees were thereby made even more familiar with the rules, the Code of Conduct and how to apply them in their day-to-day work.

#### **102-40 List of stakeholder groups**

#### **102-42 Identifying and selecting stakeholders**

#### **102-43 Approach to stakeholder engagement**

#### **102-44 Key topics and concerns raised**

##### Swiss Prime Site Group

Credibility, reliability, integrity, trustworthiness and responsibility are the pillars on which Swiss Prime Site's reputation is founded. In order to maintain the excellent image it enjoys in the market and among all interested parties, the Company maintains a regular dialogue with all its stakeholders, communicating in a timely and appropriate fashion with all parties concerned. The most important stakeholders are its shareholders, given their key role as owners of the Company, and other capital-market participants. Relations with analysts, investors and shareholder voting representatives are intensively maintained.

Swiss Prime Site takes part in conferences worldwide and regularly organises roadshows as well as analyst meetings with the Board of Directors, the management and investor relations. Capital Markets Day, which takes place in autumn each year, always includes an extensive property tour. Shareholders receive up-to-date information at the Annual General Meeting and through the website and social media channels. On LinkedIn, for example, Swiss Prime Site has almost 3 000 followers. Both the annual and semi-annual results are accompanied by a short report in printed format that focuses on current topics relevant to the Company and provides a compact summary of the key financial metrics.

Analysts and investors are attaching ever more importance to sustainability aspects in order to ensure that invested capital is secure in the long term. Swiss Prime Site has responded to this by defining sustainability goals across the group. The second stakeholder panel was held in the reporting year. Among other things, it provides a platform for discussing the topic of corporate responsibility with important internal and external stakeholder groups. It will be held every two years, with a different panel each time.

In addition to the activities of the Swiss Prime Site Group, which are aimed primarily at shareholders and financial market participants, the group companies maintain continuous dialogue with their most important stakeholder groups, especially customers.

##### Swiss Prime Site Immobilien

At Swiss Prime Site Immobilien, the dialogue is focused especially on tenants, whose principal interests are the premises they occupy, the services they receive, the efficiency with which their buildings are managed and the ancillary local offerings available to them. Internationally active companies continue to expect particularly sustainable constructions and request certification to document that their properties meet their required standards. Particularly in its commercial properties, Swiss Prime Site is keen to achieve mutual advantages for its tenants. In the retail sector, for example, a balanced mix of tenants whose offerings mutually complement each other can give rise to synergies.

Swiss Prime Site Immobilien offers its existing tenants and other interested parties property-specific information meetings, property viewings and joint events attended by its construction project partners. This regular dialogue with potential tenants helps the company to be better prepared to meet the wishes of tomorrow's clients. The company ensures this by regularly asking questions about preferred locations, floorspace requirements, moving-in dates and specifications for possible extensions. Satisfaction surveys are conducted regularly with existing tenants.

On each new building project, Swiss Prime Site Immobilien maintains close dialogue with local and cantonal authorities, as well as other stakeholders in the area such as associations, political bodies and residents. This allows the company to consider the local conditions and requirements at an early stage when planning developments.

#### Wincasa

Besides major commercial tenants such as Coop, Migros and Swisscom, Wincasa also has some 68 000 apartment tenants as clients. Among both groups of customers, the most frequent concerns relate to commercial and infrastructural building management. Wincasa's dialogue with its major clients comprises regular exchanges on day-to-day matters and separate coordination meetings at management level, where strategic issues are discussed. In addition, the CEO meets the management personnel of the client companies once a year to discuss whether they are satisfied with the services offered and to identify any future requirements. The results are systematically used to improve business processes and expand the range of products and services.

The company is finding that the requirements of the tenants and owners it serves are changing at a rapid pace. Customers expect comprehensive specialist expertise in all service areas. Due to ongoing digitalisation, they also expect greater efficiency and constant availability of all services. As property owners are also becoming increasingly aware of their responsibility to operate buildings sustainably, Wincasa is helping its clients to implement their sustainability strategies and has launched a range of consultancy services in this area.

To be able to keep pace with these rapid developments and offer services that are optimally tailored to each client, the «Transformation» department is continuously addressing new market trends and customer requirements. This is aimed at ensuring that the increasingly complex and demanding processes and regulations in the area of building operations can be managed and adhered to as efficiently as possible. In addition, customer proximity is facilitated by a dedicated Customer Value Center, along with portals for both owners and tenants.

#### Tertianum

In addition to its guests and their friends and relations, Tertianum's stakeholders include doctors and medical practices, hospitals, health insurers, suppliers, local authorities, elected politicians and the local populations in the locations in which it operates. To maintain its dialogue with these various groups and to promote a sense of community, Tertianum regularly hosts public information meetings, panel discussions and cultural events.

The services it offers must be geared towards meeting the needs and expectations of the guests. With regular market analyses and surveys as well as the annual strategy meeting, Tertianum ensures that the services it provides to its target clientèle properly reflect current and local requirements. Every three years, Tertianum carries out a survey to gauge the satisfaction of its guests, suppliers and employees. The insights gained during this assist the company's ongoing development and optimisation process.

In 2019, the company conducted a satisfaction survey among guests and their relatives. The results show that many establishments are performing significantly better than the industry benchmark. The odd exceptions falling below this standard are mainly due to the decentralised structure of the Tertianum Group. A need for improvement was identified for care services in particular. By embedding a standardised management culture more firmly within the group, it is hoped that quality will rise to an above-average level across all companies.

#### Jelmoli

For Jelmoli, customers are the most important stakeholder group. The company offers them high product quality and a comprehensive range of services. Should they have any questions or concerns, customers can visit the guest relations desk close to the entrance area. By means of regular mystery testing, Jelmoli identifies potential ways to improve customer relations, which are then incorporated into the staff training. Language and intercultural skills in particular are becoming increasingly important for serving international guests in an optimum way. With the expansion to Zurich Airport, these requirements are even more important as a greater number of tourists from Asia and the Arab world should be served there in their native languages.

By collaborating with exclusive brands, Jelmoli can offer its customers a curated range of products at all times. Furthermore, the company always strives to be perceived by its key brands as a high-revenue partner with an excellent image. Jelmoli's tenants, who occupy roughly half its overall retail floorspace, are another important stakeholder group. The challenge is to combine the rental space with the proprietary-managed floor space in an optimum way so that they complement each other and offer the customer a cohesive shopping experience. In order to make the retail floor space even more flexible and react more quickly to changes in supply, Jelmoli began standardising the rental spaces in 2019. This also enables the company to set up temporary pop-up stores quickly without impairing the customer experience. In regular meetings with tenants, Jelmoli discusses issues such as profitability or declaration requirements for sensitive products. The findings go towards identifying potential improvements. At the

beginning of 2019, for example, Jelmoli decided to stop selling real fur. The company has now been completely fur-free since March 2019.

#### **Swiss Prime Site Solutions**

Swiss Prime Site Solution's most important stakeholder is the independent Swiss Prime Investment Foundation (SPIF) as the real estate asset manager's sole customer at present. Swiss Prime Site Solutions maintains very close dialogue with the SPIF's management and foundation board. This includes a weekly meeting with the management of SPIF and a monthly one with the foundation board, which approves all larger investment decisions. Swiss Prime Site Solutions is also in constant dialogue with the pension funds invested in the existing investment vehicle, as well as with employees, business partners and the supervisory authorities (Occupational Pension Supervisory Commission). Investors are mainly interested in the range of services, current project developments and acquisitions, as well as the organisation of the company and the skills of key personnel.

Communication with stakeholder groups takes place via various channels, including events, roadshows and individual portfolio meetings. The company also provides information on current developments and the course of business at the annual investors' meeting, in its reporting and on its website.

#### **102-41 Collective bargaining agreements**

As regards collective bargaining agreements, the employment terms of employees differ from one group company to another. At Wincasa, only a small number of employees are subject to a collective employment contract. This concerns individual positions in the hotel business. At Tertianum, most centres have established individual employment contracts that are recognised as equivalent to the relevant collective employment contracts applied throughout Switzerland. In a few companies in French-speaking Switzerland, the valid collective employment contract is used.

The employees of Swiss Prime Site, Swiss Prime Site Immobilien, Jelmoli and Swiss Prime Site Solutions are not subject to any collective employment contracts. All employees of the Swiss Prime Site Group have access to an Integrity Platform that is operated by an independent partner. The platform serves as a channel for all employees to report violations of the Code of Conduct or other issues concerning employment law, such as complaints relating to freedom of association and collective bargaining. In cooperation with an external service provider, Jelmoli also offers a contact point that employees can turn to in the event of difficult situations at work or in their personal lives.

## Topic-specific Standards

### Economic topics

#### 201 Economic performance

#### 103-1 Management approach

#### 103-2

#### 103-3

##### Swiss Prime Site Group

With a comprehensive approach to sustainable value creation, Swiss Prime Site is convinced it will be able to achieve long-term growth that will be of economic benefit to its various stakeholders and will enable it to continue providing its shareholders with adequate dividends. The principles of sustainable company management are defined in concrete terms in the business plan, in which the opportunities, challenges and objectives for the next three-year and five-year periods are considered. The business plan is revised each year. Since 2018, it has also included a scenario analysis that examines the potential development of the business in light of economic and regulatory changes. The business plan and outlook must be approved by the Board of Directors.

In order to remain competitive and maintain a high level of performance across all group companies, Swiss Prime Site uses clearly defined processes, the efficiency of which are regularly measured against key figures. Resource and headcount requirements, as well as third-party costs and general costs, are continuously monitored and the process landscape is optimised accordingly.

##### Swiss Prime Site Immobilien

Swiss Prime Site Immobilien focuses in particular on reducing operating costs and vacancies, as well as on optimising project management. For example, the new building project YOND was developed and implemented according to the principles of lean. Resources are planned in such a way that each work stage is always carried out at the best possible time in order to avoid redundancy. The method promises shorter planning phases and greater cost transparency. It does, however, require forward planning and partners who are willing to embrace the concept. For the purpose of further reducing operating costs, Swiss Prime Site Immobilien created a new Asset Management position with the task of standardising and optimising the various processes (e.g. contract management).

In the reporting year, the attractive range of space in the portfolio was further enhanced with several completed construction projects, such as the new YOND development in Zurich Albisrieden and the redevelopment of Stücki Park in Basel. In addition, some innovative solutions were developed, including the co-working spaces of Flex Office that can already be found in four locations

in Switzerland. The non-controlling interest at the Sihlicity site was exchanged for three promising properties in 2018 and is therefore no longer part of the portfolio.

Proactive vacancy management is a further key factor in ensuring a high occupancy rate. Swiss Prime Site Immobilien therefore attaches importance to actively marketing the properties and meeting the requirements of the market in the best possible way – in other words, by having the right properties on the market at the right time. The company also reviews existing rental agreements in a timely manner before the end of the tenancy and extends them wherever possible. Renovation and refitting work is scheduled to match current leases so that it can be carried out when premises are not in use.

For example, the retail floor space of the bankrupt fashion company OVS was successfully re-let in 2019. Where potential is identified, Swiss Prime Site Immobilien also transforms existing properties to create new offerings. With these measures, Swiss Prime Site Immobilien was able to bring the vacancy rate back down to 4.7%. There will continue to be a focus on reducing vacancies in the future.

##### Wincasa

For Wincasa, it is essential that the company stays competitive in the challenging service sector and maintains the high quality of its services. To that end, the company relies on clearly structured processes, the efficiency of which are constantly monitored and improved. In 2019, the company introduced several new IT systems during the course of changing its ERP system. Wincasa also acquired the tenant platform streamnow AG at the end of 2018. In a similar way to online banking and insurance apps, the portal solution allows users to handle all issues relating to the property and tenancy quickly, easily and at any time, wherever they happen to be. This improves tenant satisfaction, which in turn also benefits property owners. It also enables Wincasa to further increase the quality and efficiency of its processes. With the aim of becoming even more customer centric, the Wincasa Customer Value Center was further developed in 2019 as a central point of contact for issues relating to the management of properties.

In addition to making process improvements, Wincasa also won new contracts in 2019. In May, the company took over the site management, including technical and commercial management, for the Altenrhein site in St. Gallen. Integrated management of an industrial site was the logical consequence of the consistent development of the Mixed-Use Site Management division, where «Power-BI»-based dashboards with comprehensive KPIs were developed and rolled out for the managers.

### Tertianum

Tertianum's objective is to maintain its position as Switzerland's leading provider of assisted-living services. The group expanded again in 2019, opening two new locations in Chiasso and Liestal and acquiring three existing sites in French-speaking Switzerland. Tertianum also improved its process landscape by introducing a quality management system in which all central processes are mapped and relevant documentation is stored for the corporate divisions, including Care, Purchasing, Gastronomy, Finance, Marketing and Controlling. The tool has an indirect impact on economic success, in contrast to the care requirements of guests and the structure of cantonal residual financing that have a direct influence.

To further develop the Ambient Assisted Living strategy, Tertianum held discussions with providers of innovative solutions that allow elderly people to live at home independently for longer. Intelligent sensors can be used to detect and report falls, monitor lavatory use or record food consumption. However, although there are many good ideas on the market, it was found that many have not been thought through enough or are not compatible with existing security systems. The search for suitable partnerships will therefore continue in the coming years.

### Jelmoli

In the reporting year, Jelmoli's main focus was on further improving its range of products and services. In a challenging market environment marked by strong competition from online retailers, it is even more important to offer customers in bricks-and-mortar retail a special shopping experience. In 2019, Jelmoli rebuilt almost the entire ground floor area, which makes a lasting, positive impression upon first entering the building. Attractive brands such as Hublot and Breitling, which ideally complement the range of high-quality watches, were also added. Jelmoli also opened a new beauty department and travel section and started a partnership with Pallas Kliniken, which has implemented its lifestyle medicine concept on the fourth floor. In 2019, the range of products in the home living category was also expanded with attractive brands in the upper price segment.

The new partnerships show the effectiveness of the differentiation strategy and the positioning as a luxury department store that prioritises profitability ahead of high sales figures. The planned expansion to Zurich Airport in 2020 offers further possibilities to boost profits. With different formats, Jelmoli will move into two attractive areas of Zurich airport in separate stages: the Airside Center, located after the security check, and «The Circle» that can also be accessed by non-passengers. The opening of a further location in the Zurich area will give rise to economies of scale and synergy effects. At the same time, the ever-increasing use of Zurich Airport can be used to strengthen Jelmoli's market presence

and brand positioning among international and Swiss customers. However, this branch expansion calls for system-related improvements within the process landscape. Jelmoli is therefore planning to release a new ERP system so that any synergy effects can actually be leveraged.

### Swiss Prime Site Solutions

Swiss Prime Site Solutions has been the real estate asset manager for the Swiss Prime Investment Foundation (SPIF) since 2017. In this period, the property assets of the Swiss Prime Investment Foundation have grown from CHF 1.4 billion to CHF 2.3 billion. On the back of this success, Swiss Prime Investment Foundation decided in 2019 to carry out an early extension to its asset management contract with Swiss Prime Site Solutions until 2023. This is an expression of confidence in the tailor-made services and the extensive market knowledge of Swiss Prime Site Solutions, which enable the investment foundation to offer its investors an attractive return and further growth.

In 2019, there was a particular focus on completing two share issues for the SPIF. This made it possible to acquire 25 more properties with a total value of approximately CHF 540 million. The project pipeline was enhanced by a further CHF 0.5 billion and Swiss Prime Site Solutions also optimised its portfolio management and won new major tenants.

The company also pressed ahead with preparing new investment vehicles as well as forming and developing a strong team. The aim is to professionalise the services even more and broaden the customer base in the medium term.

### **201-1 Direct economic value generated and distributed**

See Financial Report for detailed financial figures.

### **201-2 Financial implications and other risks and opportunities due to climate change**

In 2019, Swiss Prime Site carried out a first detailed analysis of climate-related financial risks in line with the recommendations of the «Task Force on Climate-related Financial Disclosures» (TCFD). Detailed information on this can be found in the TCFD Report.

### **201-4 Financial assistance received from government**

In 2019, Swiss Prime Site received one-off subsidies from the federal government and the cantons. In the case of Swiss Prime Site Immobilien, these were mostly contributions from the buildings programme for construction measures that reduce energy consumption or CO<sub>2</sub> emissions, as well as one-off payments for the installation of photovoltaic systems. Tertianum received the residual financing contributions from the cantons that are typically available to the industry.

## 203 Indirect economic impacts

### 103-1 Management approach

#### 103-2

#### 103-3

As a real estate owner and investor, Swiss Prime Site is conscious of its responsibility for the social, ecological and economic framework surrounding its properties. Thus, the Company does not see real estate projects from a narrow perspective of individual properties but as part of urban and district development as a whole. The bigger the project, the more important it becomes to consider spatial planning and urban development aspects. The effect that new buildings have on local job opportunities should also not be overlooked: the value chain created by a building project helps to maintain local and regional jobs and trainee positions in the construction and service sectors.

In order to ensure that each construction project creates added value for the future users, residents and the local economy, every project begins with an analysis of the specific characteristics of the location in dialogue with residents, interested users, local authorities and representatives of the business community, from which further measures are then derived. Depending on the project and the requirements, this may also include a consultation on environmental, health and safety aspects. These discussions are initiated by staff in the development, asset management and communication departments of the Swiss Prime Site Group. Open dialogue provides important insights into the needs of a community, thus helping to ensure that new projects meet local requirements and deliver genuine innovation.

Swiss Prime Site is aware that the tenant mix of a building will always have an influence on the immediate surroundings. The primary aim is therefore to create as much added value as possible for all stakeholders, such as by ensuring an attractive range of food services or having a daycare centre in the building. For the new building project YOND in Zurich Albisrieden, for example, there was a special focus on making the building and the tenant mix attractive for small businesses. The rental space for the JED project in Schlieren, on the other hand, is primarily aimed at innovative companies. By creating a heterogeneous tenant structure, Swiss Prime Site also ensures that risks are diversified and long-term rental income is secured.

In addition to designing the buildings in accordance with requirements, Swiss Prime Site always contributes to the design of public spaces, green areas and mobility services and comes up with creative ways to make temporary use of vacant properties. In 2019, for example, the Company supported the launch of a pilot project for establishing a shuttle bus service from Basel railway station to Stücki Park, intended for use primarily by employees of the

laboratories based there. For the YOND project, Swiss Prime Site has also designed a comprehensive mobility concept that, among other things, is aimed at reducing the environmental impact of commuter traffic. Further contributions to the public infrastructure are developed on a project-specific basis in collaboration with the involved authorities, tenants and residents.

With its 80 centres throughout Switzerland, Tertianum provides an important part of the local and regional health infrastructure and thereby also adds value to society. Experience has shown that Tertianum provides high-quality services at lower costs than its peers. This enables the company to generate genuine economic added value for the different municipalities in which it operates. Furthermore, as a private service provider, Tertianum further eases the burden on the public purse as no deficit guarantees have to be provided by the authorities. An additional benefit to society is that, by living in accommodation which also offers ancillary services, elderly people are able to live at home for longer and postpone their potential future admission to a costly care institution.

### 203-1 Infrastructure investments and services supported

With its business activities, Swiss Prime Site contributes to economic and social development in many different ways. The Company is committed to training young people and also supports social and cultural organisations and projects as part of its sponsorship activities. In accordance with the core-satellite approach defined in the sponsorship concept, Swiss Prime Site makes important contributions to projects that are closely related to its core business of real estate. The core initiatives have a maximum annual budget of CHF 500 000 that is devoted to innovation, research and teaching. The satellite initiatives have an annual budget of CHF 400 000 that supports smaller-scale projects in the areas of youth initiatives, sport and culture.

In 2019, Swiss Prime Site supported events such as the NZZ Real Estate Days, CE2 Day of Circular Economy Switzerland, and the Top 100 Startup Award. Further contributions were made to Avenir Suisse and the Greater Zurich Area, both of which promote Switzerland's role as a centre of economic activity, and to YES Young Enterprise Switzerland and the Tonhalle Orchestra. By making grants to a number of institutions in the Olten region, the Company also strengthened its ties to the area in which its head office is located. With its social commitments, Swiss Prime Site also pursues the goal of increasing awareness of the brand among relevant target groups and making the Company more attractive as an employer.

To further strengthen the ties with the local community, all Swiss Prime Site employees are given one day off per year to volunteer in the local community. In 2020, these days can be used to provide

specific support to institutions suggested by the Company. In addition to increasing the sense of responsibility towards the community, this initiative should also foster a sense of togetherness within the Company.

### **Innovation culture and partnerships**

#### **103-1 Management approach**

#### **103-2**

#### **103-3**

Innovation is one of the key values of Swiss Prime Site. The Company continuously ensures that it offers its stakeholders optimal added value through sustainable and innovative products and services. To do so, it relies on interdisciplinary knowledge sharing, as well as the creativity of employees at all levels. Each phase of the real estate life cycle – from scouting and acquisition, development and construction, and asset and portfolio management through to management, conversion and divestment – offers room to innovate and develop new business models.

For Swiss Prime Site, innovation is about much more than just technology. Technology is not an end in itself but serves as a tool for those at the centre of the innovation process. In particular, there is not always a technological solution to social or ecological questions, such as ones relating to intergenerationality or biodiversity. Interdisciplinary collaboration and the development of scenarios are therefore much more important than focusing purely on technology if the aim is to react as flexibly as possible to changes and requirements in the market.

The innovation strategy of Swiss Prime Site is embedded in the corporate strategy. Like the sustainability strategy, this falls under the remit of a central staff unit of the CEO. A structured process helps to organise and prioritise relevant topics and trends. A group-wide trend survey forms the basis for the innovative activities of Swiss Prime Site. Early signals and market trends are systematically documented and analysed on the Future Board and the Retail Board. In addition, Swiss Prime Site organises regular interdisciplinary workshops on megatrends and future-relevant issues. In 2019, these included climate change and changing social values. The aim here is to develop specific ideas and establish innovative thinking in the corporate culture of Swiss Prime Site.

#### **Innovation partnerships**

In addition to fostering a culture of innovation, partnerships are also seen as very important. As part of the activities of Corporate Ventures, Swiss Prime Site looks to develop scalable business models and expedite technological progress. To this end, the Company collaborates with Venture Lab, a Swiss institution for the promotion of start-ups. The aim of the partnership is to develop specific application scenarios together with the different start-ups

that can then be applied to the operations of the group companies. The resulting projects (proof of concept, or POC for short) cover a wide range of products and services. Since 2017, for example, a data preparation program for optimising vacancy rates, a project for drone airspace protection, and the application of a newly developed paint to improve indoor climate have all been tested and implemented.

#### **Climate-adapted construction**

Innovation plays an important role in making buildings and settlements resilient in the context of climate change. Swiss Prime Site Immobilien therefore devotes considerable effort to finding new approaches to climate-adapted construction. For example, the company is intending to assess a development project based on the urban planning concept of «Biotope City». The concept combines building densification with the creation of extensive outdoor green space that is intended to contribute towards a good standard of living and provide resistance against weather extremes in urban areas.

Another example of climate-friendly construction is the «JED» project in Schlieren that can be seen as a counter-concept to high-tech real estate development. The new «JED» development is being completed using a solid construction method and has a particularly large exterior wall diameter. The surfaces and natural ventilation mechanism are designed in a way that optimally compensates outside temperatures, ensuring a pleasant indoor temperature between 22 and 26°C without heating energy in winter and without mechanical cooling in summer.

**205 Anti-corruption**  
**206 Anti-competitive behaviour**  
**103-1 Management approach**  
**103-2**  
**103-3**

Given Switzerland's stable political and regulatory environment, corruption is not a pre-eminent concern. Nevertheless, where large real estate transactions or substantial purchasing volumes are involved, the possibility of specific operational units within Swiss Prime Site being confronted with this issue cannot be ruled out. Swiss Prime Site condemns all forms of bribery and corruption, fosters an anti-fraud culture and pursues a zero tolerance approach in this respect.

Measures to prevent corruption have been defined at various levels. These include voluntary commitments and specific group-company directives. When signing their employment contract, all employees also commit to the Code of Conduct that governs the treatment of bribery and corruption. Should an actual attempt at bribery occur, employees can call the independent integrity line at any time, maintaining anonymity should they so wish. In serious individual cases, specialist lawyers are also engaged.

The Company has a strict set of rules on favours and gifts. In connection with their work for the business, employees are not allowed to accept gifts or other benefits from third parties, except minor or common ones, either for themselves or others, nor may they accept promises of such gifts or advantages. Employees must decline invitations if accepting them could impair their impartiality or their work. Employees involved in a procurement or decision-making process are also prohibited from accepting minor or common benefits or invitations if the benefit or invitation is being offered by a current or potential supplier. The same rule applies if the benefit or invitation is offered by a person who is involved in or affected by a decision-making process, or if a link between offering the benefit or invitation and the procurement or decision-making process cannot be ruled out.

If in doubt, employees must clarify whether they are allowed to accept the benefit or invitation with their manager or the relevant Compliance Officer. This applies in the same way to the provision of gifts or other benefits, as well as to invitations by employees.

Anti-competitive practices are avoided through clear responsibilities and powers. For example, all contracts must be reviewed by the relevant legal department. In addition, the group-wide requirement for documents to be signed by two people serves as an effective dual control system. To prevent insider trading, all employees are informed of trading suspensions and windows for

Swiss Prime Site shares. In addition, all employees must sign an insider declaration, in which they are made expressly aware of potential criminal offences on projects subject to securities trading laws.

The Code of Conduct also stipulates that situations potentially leading to conflicts of interest must be avoided. If there is a conflict of interest, employees must inform their manager and, if necessary, the Compliance Officer. The rules of abstention set out in the Code of Conduct apply.

**205-2 Communication and training about anti-corruption policies and procedures**

In 2019, the Code of Conduct was presented to new Swiss Prime Site managers by the Head Group Legal & Compliance during the Welcome Days. In addition to corruption and bribery, other topics addressed included how to deal with conflicts of interest. In addition, the new General Terms of Employment (GTE) were presented by the CEO and Head Group Human Resources. The GTE also contain provisions on the topics of corruption and bribery.

**205-3 Confirmed incidents of corruption and actions taken**

No cases of corruption have been observed since Swiss Prime Site was founded.

**206-1 Legal actions for anti-competitive behaviour, anti-trust and monopoly practices**

There were no legal actions for anti-competitive behaviour, anti-trust or monopoly practices in 2019.

**Environmental topics**

**302 Energy**  
**305 Emissions**  
**103-1 Management approach**  
**103-2**  
**103-3**

Swiss Prime Site Group

Swiss Prime Site is committed to protecting the environment and conserving resources, be it in relation to investments in real estate, the management and use of properties, or any other associated services. The Company gathers detailed key figures on energy consumption and greenhouse gas emissions throughout the group and uses these as a basis for continuously improving its environmental performance. Alongside the goals of the Paris Agreement and the Federal Council's additional objective of becoming climate-neutral by 2050, Swiss Prime Site is pursuing its own ambitious energy consumption and emission targets. Detailed information on this can be found in the section «Reduction pathway».

### Swiss Prime Site Immobilien

At present, the principal operational focus is on enhancing the sustainability performance of the property portfolio as defined in scope 1 and 2 of the GRI standards. Here, Swiss Prime Site's actions are based on an integral energy concept. Under the responsibility of the Portfolio Management department, energy consumption and CO<sub>2</sub> emissions in existing properties are being significantly reduced through continuous optimisation of heating, cooling, ventilation and lighting. In order to identify opportunities for increasing efficiency, it is essential to have comprehensive energy consumption data. Swiss Prime Site Immobilien's EC/BO system (Energy Control and Operational Optimisation) is an online system that continuously records the energy consumption of 115 properties. This corresponds to 74% of the total area of the property portfolio. On the basis of this data, Swiss Prime Site Immobilien identifies further optimisation potential and implements appropriate measures.

Swiss Prime Site Immobilien also strives to reduce energy consumption in every new building and every conversion, where technically possible. On the YOND project, for example, the company decided against comprehensive cooling and mechanical ventilation in the interest of simplicity. The JED project in Schlieren is a further example of energy optimisation. As a counter-concept to high-tech real estate development, the new building on the development site will optimally compensate for temperature fluctuations thanks to the solid construction method and the optimised proportion of windows on the façade. The innovative concept is intended to completely remove the need for mechanical heating, ventilation and cooling.

Across all its operations, the company has made greater use of renewable energy and higher levels of energy efficiency a key priority. In a portfolio analysis completed in 2019, the replacement of fossil-fuel heating systems in more than 40 properties was checked against the planned refit schedules on the basis of various building parameters. In the reporting year, CHF 1.5 million was spent on replacement energy systems. The multi-year plans to renovate the building shells are only at the development stage. These measures will make a major contribution to achieving the goals of the reduction pathway.

In 2019, Swiss Prime Site Immobilien assessed the entire property portfolio to determine its suitability for the installation of photovoltaic systems, with the aim of increasing its own production of renewable electricity in the future. During this process, 18 properties were identified where photovoltaic systems can be installed over the next two years. The company is also clarifying the extent to which tenants can be made to use a mix of renewable energy in future within the context of «green leasing».

In order to achieve the ambitious goals of increasing energy efficiency and cutting greenhouse gas emissions, it is essential that real estate is not optimised as individual properties but is seen as part of a system that needs to be improved as a whole. Thus, when designing properties, Swiss Prime Site Immobilien is increasingly thinking about how they can be made compatible with climate-friendly mobility services. For example, the company worked with two start-ups in 2019 to carry out pilot projects for the installation and operation of electric charging stations.

In collaboration with Wincasa, a mobility concept was developed for the YOND project in Zurich Albisrieden, which specifically takes account of non-motorised traffic and will be applied in future for operating the spaces rented by Wincasa on this project. A group-wide mobility survey conducted in 2019 forms the basis for this. Regular information events also help to reduce energy consumption in own operations.

### Wincasa

In executing its energy-control and operational-optimisation mandates, the company assumes a business-coordination role, advising property owners on the design and implementation of the relevant measures. To this end, all key energy-consumption data of the portfolio properties is usually collected and analysed in an energy management tool specifically designed for this purpose. In this way, Wincasa plays an important part in improving the energy efficiency of the buildings in the different client portfolios and cutting their CO<sub>2</sub> emissions. In addition, more consultations are being provided on owner-specific sustainability requirements. This includes advice on how to meet a long-term CO<sub>2</sub> reduction target for a property portfolio. Due to the different levels of ambition among owners, the recommended measures can differ considerably in each case.

For its own office floor space, Wincasa does not have a strategy for reducing energy consumption. This is partly because Wincasa, as a tenant, has little influence on owner-specific sustainability strategies (e.g. building automation, heating, ventilation, cooling systems, lighting, procurement of plant and equipment). However, where Wincasa manages the properties, the company offers its clients various services to increase energy efficiency. Wincasa thereby influences the ecological footprint of its own operations indirectly. In addition, as part of the site consolidation in Zurich, a new building was specifically chosen that meets the latest technical standards and is therefore much more efficient than the previous premises in Winterthur. Further goals and measures will be defined during the revision of the internal sustainability policy, which is planned for 2020. This will also include further measures to raise awareness among employees.

As about 50% of the operational CO<sub>2</sub> emissions of Wincasa are related to the mobility behaviour of its own employees, the company has developed a comprehensive mobility concept. The concept was created on the basis of a mobility survey and includes measures to promote mobile working and non-motorised traffic. Once the concept has been tested at the new YOND headquarters in Zurich Albisrieden, it will also be used at the Zurich Reitergasse office before being rolled out to all locations in Switzerland at a later stage.

In addition to optimising its own environmental performance, the Project Management & Sustainability department also plays an important role in monitoring the ecological footprint of the entire Swiss Prime Site Group. It collects data on energy, water and material consumption each year and uses it to calculate the corresponding CO<sub>2</sub> emissions. For the calculation, Wincasa uses the methodology of the Coordination Conference for Public Sector Construction and Property Services (KBOB). Where possible, the data is structured according to the criteria of the GHG protocol.

**Tertianum**

As far as its status as a tenant permits, Tertianum implements all requisite measures to reduce energy consumption and CO<sub>2</sub> emissions. Examples of such initiatives include recycling the heat generated by air-conditioning and ventilation systems, installing LED lighting and optimising the operating schedules of its technical infrastructure. For new houses, the use of alternative energy sources is encouraged wherever possible. However, the final decision rests with the owner of the respective property. Tertianum has found that they are becoming more aware of the issue of sustainability and are therefore willing to implement measures to increase energy efficiency and cut CO<sub>2</sub> emissions.

**Jelmoli**

As a tenant of the retail property on Bahnhofstrasse, Jelmoli also has limited influence on energy consumption and CO<sub>2</sub> emissions. However, in Swiss Prime Site Immobilien, the company can count on an owner that actively drives energy improvements. The owner has a ten-year plan for the property, which includes making improvements to building shells and air conditioning systems. In addition to the retail floor spaces, storage facilities are also being continuously improved. In 2019, Jelmoli worked with Swiss Prime Site Immobilien to assess the possibility of switching to LED lighting in the warehouse building in Otelfingen.

**Swiss Prime Site Solutions**

As a service company, Swiss Prime Site Solutions follows the guidelines of the Swiss Prime Investment Foundation when optimising energy consumption and reducing CO<sub>2</sub> emissions. The company is planning to propose further measures in the area of energy controlling/operational optimisation (EC/BO) as part of a

sustainability strategy. Among other things, these will take into account the expectations of investors, who are now clearly attaching more importance to sustainability and corresponding certifications. Investments always have to be justified from an economic perspective as well. On the Riverside project in Zuchwil, for example, Swiss Prime Site Solutions is operating a photovoltaic system that, in addition to renewable electricity, will generate around CHF 1 million in additional income for the owner. For the same project, it is also being assessed whether the River Aare in the immediate vicinity can be used as a sustainable source of energy.

- 302-1 Energy consumption within the organisation**
- 302-3 Energy intensity**
- 302-4 Reduction of energy consumption**
- 305-1 Direct (Scope 1) GHG emissions**
- 305-2 Energy indirect (Scope 2) GHG emissions**
- 305-4 GHG emissions intensity**
- 305-5 Reduction of GHG emissions**

Swiss Prime Site used the Greenhouse Gas Protocol (online: <http://www.ghgprotocol.org/sites/default/files/ghgp/standards/ghg-protocol-revised.pdf>) to calculate its emissions values.

Information on energy values was taken from the energy controlling system and accounting receipts. In a few cases, consumption was estimated where there were no year-end invoices available. The total energy consumption calculated includes all the energy consumed both inside and outside the organisation, including consumption by third-party tenants (resulting in scope 3 emissions). The energy values were then converted using emissions factors.

A list of emissions factors taken from treeze.ch was used to calculate the emissions for the Portfolio and Services areas. Depending on the type of property, Swiss Prime Site used either the location-based or market-based method of calculating scope 2 emissions.

In 2019, Swiss Prime Site started evaluating emissions generated by third-party tenants and published them in scope 3. The methods used were the same as those for other emissions. Only emissions directly attributable to third-party tenants were established as scope 3 emissions.

See environmental key performance indicators.

**303 Water**

**306 Effluents and waste**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site Group

The efficient use of resources is an integral part of Swiss Prime Site's corporate culture. For the investment in and use of real estate, sustainable materials are always used where possible. The Company also takes care to reduce water consumption and keep waste to a minimum. This not only gives rise to ecological benefits but also economic ones. During the disposal of waste and the recycling of materials, all relevant legal requirements are met. The group companies implement business-specific measures in this area. For example, no plastic products or hardcopy documents are used. Wherever possible, waste products are recycled.

Swiss Prime Site Immobilien

In order to reduce water consumption in the properties, Swiss Prime Site Immobilien regularly collects and analyses consumption data. The company uses this data as a basis for technical measures to reduce the consumption of fresh water, such as by installing aerators, dual-button lavatory flushes and smart used-water pumps. New constructions and transformation projects apply the standards required by the relevant certification bodies. The production of building materials also consumes large quantities of water. Swiss Prime Site Immobilien is currently evaluating the feasibility of modifying its contracts with manufacturers and suppliers to reflect these concerns.

Wincasa

As Wincasa manages properties as a service provider on behalf of the owners, the company only has limited influence on resource use and sustainability certifications. At the same time, Wincasa has noticed a growing interest in sustainability labels among institutional investors. For example, the Project Management & Sustainability department is supporting more and more SNBS certifications.

To reduce water consumption and waste, Wincasa raises awareness among both owners and tenants. For instance, a campaign for the installation of water-saving shower heads was launched to save water and energy.

The environmental management activities are coordinated and handled by the Project Management & Sustainability team. Environmental programmes are being evaluated during the course of the current revision of the sustainability policy.

Tertianum

Tertianum also strives to further reduce the amount of water used in the cleaning of properties, for laundry and by guests for their personal use. The use of water-saving shower heads helps to achieve this latter objective, as do aerators and flow-limiting devices on taps. However, Tertianum can only reduce its water consumption to the extent consistent with maintaining the high standards of hygiene it practises.

Jelmoli

At Jelmoli, recycling is a major topic. It includes reducing waste and recycling any waste as usefully as possible. With the food-waste concept, Jelmoli has laid down foundations for reducing food waste. In the company's own restaurants, food from the FOOD MARKET that is still fresh but no longer looks perfect enough to be sold is used for other purposes. As well as reducing the amount of food thrown away, this also helps to cut costs. In addition, on the «Too Good To Go» portal between 7:00 and 7:30 pm, people can place orders at reduced prices for a variety of dishes that would otherwise have to be thrown away at closing time. Since the start of the campaign, 1 000 portions have already gone to good use and the equivalent of 2.5 tonnes of CO<sub>2</sub> has been saved.

Under the new waste management concept, the reusable materials and waste generated in sales and logistics and the corresponding processes are continuously checked and optimised in line with current recovery, recycling and waste-disposal practices. All reusable material is collected and recycled daily. To make the packaging used in the department store more sustainable, all plastic carrier bags were replaced with their more sustainable paper counterparts in 2019.

Swiss Prime Site Solutions

For Swiss Prime Site Solutions, resource conservation means, among other things, being able to offer its customers optimum real estate solutions. For each project, the company checks whether any contamination or pollutants are present and calculates the corresponding clean-up costs. Water consumption is optimised by means of technical measures in order to reduce the cost of operating the properties. However, because the portfolio of the Swiss Prime Investment Foundation consists mostly of residential space, consumption by the tenants can only be influenced to a limited extent.

**303-1 Water withdrawal by source**

See environmental key performance indicators.

**306-2 Waste by type and disposal method**

See environmental key performance indicators.

**CRE5 Land degradation, contamination and remediation**

**Swiss Prime Site Immobilien**

Checking land and buildings for hazardous materials and, if necessary, safely removing them is a routine procedure for Swiss Prime Site Immobilien. If there appears to be a potential danger to tenants, immediate measures are taken to eliminate the risk.

In 2016, Swiss Prime Site Immobilien carried out building and soil pollution checks on the 184 properties it then owned as well as on its building land. The total surface area analysed was 121.04 hectares. The individual surveys showed that the 27 properties (15% of the total) and 32.35 hectares (27%) had some degree of soil contamination. These provided the basis for formulating appropriate decontamination concepts and carrying out decontamination work which was monitored by the relevant cantonal authorities. As part of construction work in 2019, services were charged to the value of CHF 1.1 million.

**Swiss Prime Site Solutions**

The same approach applies at Swiss Prime Site Solutions. For the Riverside project in Zuchwil, clean-up work was carried out in accordance with cantonal requirements in 2019 so that the former industrial site can be removed from the register of contaminated sites and classified as contamination-free in order to be suitable for future residential use.

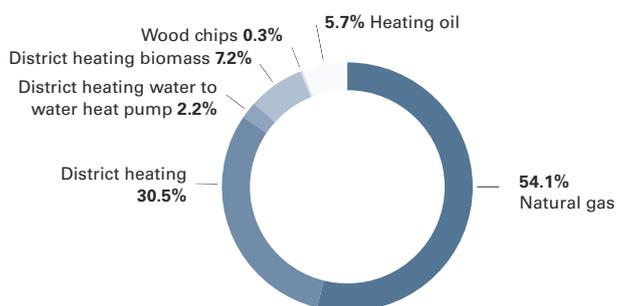
**Environmental key performance indicators**

**Environmental key performance indicators Swiss Prime Site real estate portfolio**

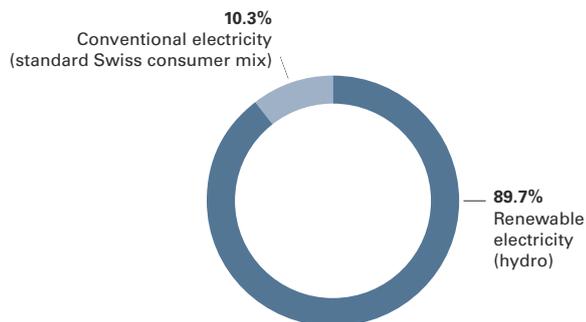
	Unit	2017	2018	2019
Properties	number	166	165	164
Usable floor space	m <sup>2</sup>	1 495 880	1 498 155	1 377 921
Total energy consumption (excl. Services)	MWh	211 833	216 476	192 912
Building heating energy consumption <sup>1</sup>	MWh	120 600	123 596	115 642
Heating oil	MWh	8 495	5 497	6 611
Natural gas	MWh	66 082	74 597	62 590
District heating consumption	MWh	45 301	32 516	35 237
District heating water/water heatpump	MWh	416	611	2 561
District heating biomass	MWh	-	10 052	8 353
Wood chips	MWh	307	322	290
Total electricity consumption	MWh	91 233	92 880	77 270
Renewable electricity (hydro)	MWh	53 713	72 263	69 305
Conventional electricity (standard Swiss consumer mix)	MWh	37 520	20 618	7 965
Building total energy intensity	kWh/m <sup>2</sup>	141.6	144.5	140.0
Total CO <sub>2</sub> emissions	tCO <sub>2</sub> e	38 372	39 074	31 229
Scope 1 emissions	tCO <sub>2</sub> e	15 352	16 234	-
Scope 2 emissions	tCO <sub>2</sub> e	23 020	22 840	2 863
Scope 3 emissions	tCO <sub>2</sub> e	n.a.	n.a.	28 366
Total water use	m <sup>3</sup>	888 586	874 334	722 407

<sup>1</sup> Heating energy consumption is weather-adjusted on the basis of heating degree days (HDD).

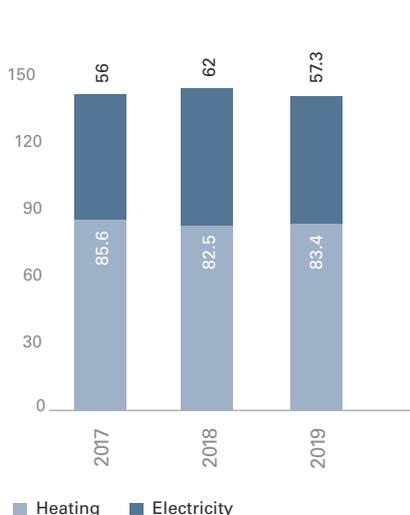
**Breakdown by heating energy source**



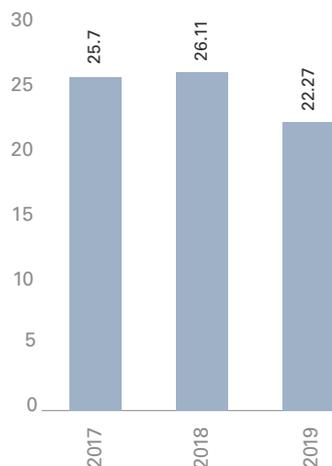
**Breakdown by electricity source**



**Overall portfolio energy intensity**  
 (including services in properties of the Swiss Prime Site portfolio) (weather-adjusted)<sup>1,2</sup>  
 kWh/m<sup>2</sup>



**Overall portfolio CO<sub>2</sub> intensity**  
 (including services in properties of the Swiss Prime Site portfolio) (weather-adjusted)<sup>1,3</sup>  
 in kg CO<sub>2</sub>e/m<sup>2</sup>



**Operational resource consumption Swiss Prime Site Immobilien<sup>1</sup>**

	Unit	2017	2018	2019
Operational energy consumption in buildings	kWh	395 143	373 466	381 469
Renewable electricity	kWh	247 635	235 745	231 338
Conventional electricity	kWh	-	-	-
Heating oil (HDD-adjusted)	kWh	-	-	-
Natural gas (HDD-adjusted)	kWh	142 720	133 845	135 716
Wood chips (HDD-adjusted)	kWh	-	-	-
Wood pellets (HDD-adjusted)	kWh	-	-	-
District heating (from waste incineration, HDD-adjusted)	kWh	4 788	3 876	14 415
Energy intensity <sup>4</sup>	kWh/m <sup>2</sup>	172.2	182.0	184.6
Total CO <sub>2</sub> emissions	tCO <sub>2</sub> e	36	33.8	38.1
Scope 1 emissions	tCO <sub>2</sub> e	32.5	30.5	24.7
Scope 2 emissions	tCO <sub>2</sub> e	3.5	3.3	3.3
Scope 3 emissions	tCO <sub>2</sub> e	n.a.	n.a.	10.1
Consumables				
Fresh-fibre paper	t	-	-	-
Recycled paper	t	2.49	1.63	0.93
Toner cartridges	number	174	77	63
Fresh-fibre paper printed matter	t	-	-	-
Recycled paper printed matter	t	0.36	3.41	3.57
Water use	m <sup>3</sup>	1 497	945	912

<sup>1</sup>The weather adjustments are based on heating degree days (HDD). For each property, outside air temperature data was obtained from the nearest available meteorological measurement station. No heating degree day adjustments were applied to consumption which was not attributable to weather conditions, nor were any property-specific regression models established to measure sensitivity to heating degree days and sunshine.

<sup>2</sup>Energy intensity 2019 refers to a total energy consumption of 214 21 917.4 kWh (heating energy: 126 937 312.3 kWh; electricity: 87 280 605.1 kWh) and a floor space of 1 522 650 m<sup>2</sup>.

<sup>3</sup>The CO<sub>2</sub> intensity 2019 refers to total emissions of 33 903.8 tCO<sub>2</sub>e and a floor space of 1 522 650 m<sup>2</sup>.

<sup>4</sup>The energy intensity 2019 refers to a floor space of 2 067 m<sup>2</sup>.

**Operational resource consumption Wincasa**

	Unit	2017	2018	2019
Operational energy consumption in buildings	kWh	3 328 773	3 776 403	3 890 917
Renewable electricity	kWh	823 092	1 229 054	1 174 846
Conventional electricity	kWh	544 445	325 979	337 204
Heating oil (HDD-adjusted)	kWh	153 780	88 986	92 051
Natural gas (HDD-adjusted)	kWh	1 547 113	1 642 259	1 722 269
Wood chips (HDD-adjusted)	kWh	–	–	–
Wood pellets (HDD-adjusted)	kWh	–	–	–
District heating (from waste incineration, HDD-adjusted)	kWh	260 343	490 125	564 547
Energy intensity <sup>1</sup>	kWh/m <sup>2</sup>	143.5	156.4	159.4
Total CO <sub>2</sub> emissions	tCO <sub>2</sub> e	493	502	672
Scope 1 emissions	tCO <sub>2</sub> e	399	401	337
Scope 2 emissions	tCO <sub>2</sub> e	94	101	175
Scope 3 emissions	tCO <sub>2</sub> e	n.a.	n.a.	160
Consumables				
Fresh-fibre paper	t	33.37	30.09	24.04
Recycled paper	t	–	–	–
Toner cartridges	number	595	389	292
Fresh-fibre paper printed matter	t	8.83	6.33	5.13
Recycled paper printed matter	t	–	–	–
Water use	m <sup>3</sup>	15 558	17 465	17 801

<sup>1</sup> The energy intensity 2019 refers to a floor space of 24 411 m<sup>2</sup>.

**Operational resource consumption Tertianum**

	Unit	2017	2018	2019
Operational energy consumption in buildings <sup>1</sup>	kWh	50 649 341	49 261 204	71 234 466
Renewable electricity	kWh	20 202 939	21 295 215	22 838 931
Conventional electricity	kWh	–	–	–
Heating oil (HDD-adjusted)	kWh	7 881 983	4 806 519	8 433 415
Natural gas (HDD-adjusted)	kWh	16 730 489	15 462 985	32 328 693
Wood chips (HDD-adjusted)	kWh	857 104	804 607	708 474
Wood pellets (HDD-adjusted)	kWh	536 779	896 970	909 930
District heating (from waste incineration, HDD-adjusted)	kWh	4 440 047	5 994 909	6 015 023
Energy intensity <sup>2</sup>	kWh/m <sup>2</sup>	111.6	113.0	168.5
Total CO <sub>2</sub> emissions	tCO <sub>2</sub> e	6 933	5 908	11 984
Scope 1 emissions	tCO <sub>2</sub> e	6 211	5 005	7 999
Scope 2 emissions	tCO <sub>2</sub> e	722	903	1 277
Scope 3 emissions	tCO <sub>2</sub> e	n.a.	n.a.	2 708
Consumables				
Fresh-fibre paper	t	4	22.0	20.2
Recycled paper	t	0.03	1.0	0.6
Toner cartridges	number	1 314	1 493	1 585
Fresh-fibre paper printed matter	t	46	17.3	19
Recycled paper printed matter	t	–	–	–
Water use	m <sup>3</sup>	429 218	499 961	478 981

<sup>1</sup> The energy consumption of several properties in French-speaking Switzerland was measured for the first time in 2019. Previously, the energy consumption of these properties was estimated on the basis of assumptions that proved to be too optimistic. For this reason, the total energy consumption increased significantly compared to 2018.

<sup>2</sup> The energy intensity 2019 refers to a floor space of 422 669 m<sup>2</sup>.

**Operational resource consumption Jelmoli**

	Unit	2017	2018	2019
Operational energy consumption in buildings	kWh	12 663 691	9 397 242	3 579 840
Renewable electricity	kWh	8 295 249	8 044 918	3 110 241
Conventional electricity	kWh	–	–	–
Heating oil (HDD-adjusted)	kWh	3 923 915	154 612	–
Natural gas (HDD-adjusted)	kWh	444 527	1 197 712	469 598
Wood chips (HDD-adjusted)	kWh	–	–	–
Wood pellets (HDD-adjusted)	kWh	–	–	–
District heating (from waste incineration, HDD-adjusted)	kWh	–	–	–
Energy intensity <sup>1</sup>	kWh/m <sup>2</sup>	344.4	255.6	243.4
Total CO <sub>2</sub> emissions	tCO <sub>2</sub> e	1'382	440	149
Scope 1 emissions	tCO <sub>2</sub> e	1 282	320	86
Scope 2 emissions	tCO <sub>2</sub> e	100	121	4
Scope 3 emissions	tCO <sub>2</sub> e	n.a.	n.a.	59
Consumables				
Fresh-fibre paper	t	6.72	6.72	5.35
Recycled paper	t	0.58	0.58	0.87
Toner cartridges	number	175	175	168
Fresh-fibre paper printed matter	t	–	–	–
Recycled paper printed matter	t	–	–	–
Water use	m <sup>3</sup>	39 775	33 448	34 750

<sup>1</sup>The energy intensity 2019 refers to a floor space of 14 708 m<sup>2</sup>.

**Operational resource consumption Swiss Prime Site Solutions**

	Unit	2018	2019
Operational energy consumption in buildings	kWh	44 310	41 854
Renewable electricity	kWh	27 970	25 382
Conventional electricity	kWh	–	–
Heating oil (HDD-adjusted)	kWh	–	–
Natural gas (HDD-adjusted)	kWh	15 880	14 891
Wood chips (HDD-adjusted)	kWh	–	–
Wood pellets (HDD-adjusted)	kWh	–	–
District heating (from waste incineration, HDD-adjusted)	kWh	460	1 582
Energy intensity <sup>1</sup>	kWh/m <sup>2</sup>	182.0	184.6
Total CO <sub>2</sub> emissions	tCO <sub>2</sub> e	4	4.2
Scope 1 emissions	tCO <sub>2</sub> e	3.6	2.7
Scope 2 emissions	tCO <sub>2</sub> e	0.4	0.4
Scope 3 emissions	tCO <sub>2</sub> e	n.a.	1.1
Consumables			
Fresh-fibre paper	t	–	–
Recycled paper	t	0.22	0.22
Toner cartridges	number	10	10
Fresh-fibre paper printed matter	t	–	–
Recycled paper printed matter	t	0.46	0.46
Water use	m <sup>3</sup>	127	100

<sup>1</sup>The energy intensity 2019 refers to a floor space of 227 m<sup>2</sup>.

**Social topics**

**401 Employment**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site Group

Competent and committed employees are key to mastering future challenges. Over the medium and long term, the success of all group companies depends on how effectively they can recruit and retain qualified staff, foster the development of their skills, entrust them with responsibilities and encourage their commitment to their day-to-day duties and the objectives they share with their colleagues.

Since it is becoming ever harder to recruit qualified ambitious staff, all group companies make a special effort to design an attractive working environment. Swiss Prime Site encourages a positive work-life balance by offering flexible, independent working hours. Flexible work models include flexitime and part-time, home working and mobile working. Roles across all levels may also be less than full-time or job shares. At Wincasa, these models are supported as part of the #weworksmart initiative.

In order to foster the development of the next generation of managers, Swiss Prime Site trains apprentices and offers specific vocational courses and career planning to its talented and promising employees. Initiatives to encourage a culture of appreciation and to ensure employees remain healthy also help to create a positive working atmosphere. In the reporting year, personnel regulations were modernised, including the aforementioned aspects, and implemented at both Swiss Prime Site Immobilien and Swiss Prime Site Solutions.

Regular discussions between the group companies and Swiss Prime Site ensures that the strategic focus and measures are productive. Employee surveys are conducted annually to check that the management approach is effective. The 2019 survey showed that the cooperation within the Company and the performance appraisals are highly valued. Further potential for optimisation was also recognised in the area of streamlining processes.

Wincasa

After introducing seven new cultural dimensions (customer-focused, entrepreneurial, independent, solution-focused, courageous, encouraging, cooperative) in 2018, Wincasa hosted regular workshops in 2019 to embed them within the organisation. They also conducted a satisfaction survey of all senior employees. These activities were also complemented by regular management meetings and site visits by the CEO.

Tertianum

At Tertianum, the Employee Council (PEKO) represented the interests of employees to management, thus ensuring that the company's staff are involved in Tertianum's operations and decision-making. The Council's mission is to ensure that working conditions, the working environment and the range of benefits offered are attractive to employees. It is currently working on harmonising pay levels within a new salary system which Tertianum plans to introduce in stages from 2020.

Jelmoli

In the reporting year, Jelmoli made further progress in digitalising administrative tasks and improving the flow of information to employees. The app that is now available to employees enables them to access news and information quickly and easily on their mobiles. This ensures that all employees have access to the same level of information. The app was enhanced in 2019, so employees can now digitally submit notifications of absence – including a doctor's certificate.

**401-1 New employee hires and employee turnover**

By focusing on long-term corporate goals, Swiss Prime Site strives to ensure job security and create attractive working conditions. The Company regularly assesses which measures could be implemented to lower the employee turnover rate. High rates of employee turnover are a particular challenge for Jelmoli, Wincasa and Tertianum. At Jelmoli, reducing employee turnover is therefore part of sales managers' agreed targets.

Reorganisations are planned and carried out with a significant sense of responsibility and duty of care and an awareness of individual employees' situations. Temporary contracts are used in the training programme or as transitional solutions in the event of unexpected staff shortages. Tertianum and Wincasa strive to convert temporary contracts into permanent positions.

**401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees**

With its attractive salary models and fringe benefits, Swiss Prime Site offers above-average conditions of employment. All staff, whether employed on a full-time or part-time basis, receive benefits over and above the statutory minimum. Contrary to widespread practice, company pension benefits, for example, are not reduced to reflect state pension entitlements.

Additional benefits for Swiss Prime Site employees include discounts at Jelmoli, discounts on insurance and restaurants and reduced prices on public transport. There are also programmes for variable salary components, share option schemes, pension contributions, company celebration days and additional holiday over Christmas. Daily sickness allowance insurance is also provided. In 2019, Swiss Prime Site also updated its policy on paternity leave to provide more benefits to employees.

Jelmoli offers its employees access to external specialists to assist with personal problems. These could include sorting out childcare or caring for relatives. In such cases, employees can make use of up to three days of special leave. Should circumstances make this necessary, employees can anonymously discuss any concerns they may have by calling the integrity line.

In the reporting year, Wincasa introduced the option of buying additional holiday leave. This was taken up by a total of 112 employees.

**403 Occupational health and safety**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site Group

Swiss Prime Site place significant value on employees' health and their safety at work, as individual skills are very hard to replace, particularly in small teams. Jelmoli has defined a set of internal directives to complement and elaborate the rules and regulations generally applied in the retail sector. In order to improve occupational health and safety, training is offered to raise employees' awareness of the behavioural aspects of safety at work. Practice evacuations are also conducted to increase awareness of the issue. All roles at Swiss Prime Site are designed to be as positive for their employees' health as possible. For example, employees can receive free flu vaccinations.

Should any employee have a grievance regarding health and safety at work, they can approach an internal contact, report the matter to an independent ombudsman service or contact the integrity

line. Tertianum staff can also avail themselves of the services of AXA Care Management. Line managers, the Human Resources department and Health & Safety officers within the Company are responsible for protecting employees' health at work. Regular discussions with employees and monitoring of the absentee rate enable the Company to assess whether measures are appropriate.

Tertianum

For Tertianum employees, the topic is especially important as care work is particularly demanding. Since 2017, all members of the executive management team have also been official in-house Health & Safety officers. They have been trained and audited by an internal «Occupational Health & Safety specialist» who has been certified by the Swiss Federal Office of Public Health. These persons also coordinate the implementation of guidelines issued by the Federal Coordination Commission for Occupational Safety (EKAS).

Tertianum defines annual safety objectives. In the reporting year, each business area updated their evacuation policy and trained employees accordingly. Safety audits are conducted every two years by the Swiss Prime Site Group Health & Safety officer. Additional audits take place regularly in accordance with EKAS 6508 requirements. So far, 18 business areas have been audited by the cantonal labour inspectorates and received very good evaluations. All suppliers and contractors are also integrated into Tertianum's Health & Safety system.

Wincasa

Wincasa also bases its approach on EKAS guidelines and aims for an absentee rate of under 3%. As part of achieving this goal, return-to-work and health discussions are conducted. In the reporting year, all new managers also attended a workshop on health-focused leadership. Employees completed online learning courses on Health & Safety at work. Wincasa also supports employees' health by creating break rooms, providing expert advice on nutrition and metabolism, health campaigns such as the bike2work programme and contributions to gym membership fees.

Jelmoli

At Jelmoli, occupational health & safety is regularly assessed by the City of Zurich Labour Inspectorate. These assessments include fire safety, evacuation plans, emergency policies and escape routes.

**403-2 Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities**

See employee figures.

**403-3 Workers with high incidence or high risk of diseases related to their occupation**

Tertianum

The long working hours, the physical effort required by daily care activities and the emotional stress arising from the death of guests result in the high absence and employee turnover rates at Tertianum that are typical for this sector. That is why it is essential for the company to observe good standards of health management in its operations. Tertianum provides its employees with the best possible support by monitoring their working hours, conducting return-to-work discussions, providing care management support and offering health checks and vaccinations. Additional systematic measures are planned. In particular, there will be increased focus on managing employees cooperatively in order to reduce the employee turnover rate.

**404 Training and development**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site Group

Employees' training and development is fundamental to Swiss Prime Site's strategic development and the strength of its employer brand. The constantly changing world of work and shifting requirements require a wide range of training and development offerings. Swiss Prime Site therefore invests heavily in the systematic development of its employees.

Employee training and development programmes are created based on corporate goals and requirements as well as existing and future skills needs. Employees' individual objectives are also taken into consideration. Annual appraisals and meetings about target agreements help Swiss Prime Site to ensure that the training content is appropriate for individual employees' needs and their role. Employees benefit from at least three days of paid leave each year for training and development. Most training and development costs are covered by the Company. The Human Resources department and line managers are responsible for training and development.

All internal courses are systematically evaluated and assessed using the Learning Management System and Excel reports. Instructors receive feedback and are contacted if the concept needs to be adjusted or improved. External courses are also reviewed using ongoing feedback and discussions with course participants.

Wincasa

Employees at Wincasa can find information on current training programmes via the Learning Management System and sign themselves up. Occasionally, individual coaching sessions are organised jointly with line managers. Some areas also benefit from bespoke training programmes in the reporting year. Construction, for example, conducted a leadership workshop on department-specific topics. In addition, individually tailored training was offered as part of the Talent Pool programme, looking at transformation and cultural dimensions. Absence management training was developed for managers to help them provide support for sickness- or accident-related absences.

Tertianum

In order to meet its growing need for qualified staff, Tertianum sets particular store on employee retention and training and development. In the reporting year, Tertianum continued its successful collaboration with Careum. Careum, an institution specialising in health and social care training, organises, administers and supports the development and concept planning of Tertianum's training packages. This covers care, employee leadership, occupation training, guest care, gastronomy, IT, administration and technology. The training packages are aimed at specialists and managers across all areas. A new post has also been created to coordinate the training packages. The aim is to further professionalise the range of training packages and their organisation.

**404-1 Average hours of training per year per employee**

See key figures of group companies.

**404-2 Programmes for upgrading employee skills and transition assistance programmes**

Swiss Prime Site Group

Each year, two Welcome Days are held for new senior employees. Swiss Prime Site also organises a Management Day once a year for all managers. These events give the group companies the opportunity to introduce themselves to new employees. They also promote awareness of the group's diversity and help participants to establish informal networks. The courses «The first 100 days in a new job» and «The first 100 days as a manager» help managers to settle into their new position. Swiss Prime Site also offers older employees retirement preparation courses to help them with the transition from their professional life into retirement.

Since 2017, there has been a group-wide leadership programme to establish common understandings of leadership and promote mutual exchanges of knowledge and support. This programme communicates and embeds corporate values and positive leadership styles as well as practical leadership tools. In the reporting year, a «Change Management» module was added to the pro-

gramme. More than 80 managers have already completed the first three modules in the leadership programme. Further additions are planned for 2020. These will look at Learning with New Media, Working from Home and Recruitment. There are also plans to provide employees with access to the LinkedIn learning platform.

**Wincasa**

In the reporting year, Wincasa focused on training in relation to digitalisation and handling new technology. Training also covered project development, transformation and cultural development. As part of the Mentoring@Transition programme, 14 mentors were trained in two sessions in the reporting year. Training was also conducted on a range of legal topics including tenant law.

Wincasa aims to increase the number of annual training hours to a minimum of eight hours per FTE by 2020.

**Tertianum**

In 2019, Tertianum offered a large number of training sessions for nursing and care specialists as well as for employees working in housekeeping, service, catering and facility management. A camp was also held for apprentices in the reporting year.

**Jelmoli**

At Jelmoli, the focus in 2019 was on sales training and language courses. These aim to ensure that customers’ exacting demands can always be met. The specific aim is for tourist to be served expertly in their first language.

**Swiss Prime Site Solutions**

Swiss Prime Site Solutions supports their employees’ training objectives with the aim of further improving the quality of service. Measures focused particularly on specialist and management skills as well as language skills, with individual interests taken into consideration.

**404-3 Percentage of employees receiving regular performance and career development reviews**

At Swiss Prime Site, individual training and development goals are defined as part of the annual appraisal.

**405 Diversity and equal opportunity**

**103-1 Management approach**

**103-2**

**103-3**

**Swiss Prime Site Group**

Equal treatment and equality of opportunity form the basis of a respectful and productive working environment. Diversity – of people, opinions and experience – is actively supported throughout the group. The guiding principles for interaction between employ-

ees are defined by the group-wide corporate values and the Code of Conduct. Swiss Prime Site also supports the United Nations’ «Women’s Empowerment Principles» and details its activities relating to the different principles in the GRI report (see GRI 401, 404, 405 and 406).

In the reporting year, Swiss Prime Site Immobilien and Wincasa’s level of equal pay between men and women was assessed using the Swiss federal government’s Logib tool. Levels of equal pay will continue to be assessed over the next few years and – where necessary – appropriate measures introduced. In order to ensure full equality of opportunity, however, there are other key factors such as fair recruitment processes and the provision of flexible working models (see GRI 401 Employment).

While every individual employee bears personal responsibility for his or her work, overall responsibility rests with the Executive Board and the Human Resources department. Should employees have a grievance or wish to report an irregularity, they can make an anonymous call to the integrity line.

**Wincasa**

The pay analysis at Wincasa showed that the company is paying salaries in line with the industry benchmark. In some roles, however, including specialist roles (e.g. IT, construction management, processing), some regional, structural salary adjustments will be needed in 2020. Another reason for these adjustments is the planned move of Wincasa’s headquarters from Winterthur to Zurich.

Wincasa aims to increase the proportion of women in leadership roles to at least 50% by 2020.

**Tertianum**

In the reporting year, Tertianum created a new pay system, which will be introduced in 2020. The new pay scales will be compared over time using an internal benchmark and adjusted as necessary. This should help to standardise pay and create more fairness and transparency.

**405-1 Diversity of governance bodies and among employees**

See employee figures.

**406 Non-discrimination**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site considers that open and respectful interactions with each other is fundamental to successful collaboration, both within the Company and with third parties. The principle of non-discrimination is defined in the group-wide Code of Conduct, which is more than just laws and regulations.

Swiss Prime Site understands the principle of non-discrimination to mean that all employees should have equal access to opportunities. This includes a ban on discriminating against or disparaging groups or individuals because of their gender, nationality, sexual orientation, religion, age, marital status, beliefs, social background or physical or mental impairment. This applies to all areas, including recruitment, promotion, training and development and equal pay.

In the new, group-wide General Terms of Employment and in the Code of Conduct, Swiss Prime Site commits to the protection of employees' individuality and integrity. This includes recognising and having consideration for each employee's personality, health and integrity. The Swiss Prime Site Group condemns and prohibits unjust treatment, bullying, sexual harassment or discrimination of any kind. It supports employees defending themselves without suffering any resulting disadvantages. Should employees have a grievance or wish to report an irregularity, they can make an anonymous call to the integrity line.

**406-1 Incidents of discrimination and corrective actions taken**

No cases of discrimination were identified in 2019.

**308 Supplier environmental assessment**

**414 Supplier social assessment**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site Group

Swiss Prime Site appreciates that procurement must also be conducted sustainably as part of a comprehensive, company-wide approach to the issue. By carefully selecting suppliers and through contractual obligations, Swiss Prime Site can ensure that social and environmental aspects are factored in throughout the supply chain. Swiss Prime Site Immobilien's general business terms for

suppliers include requirements relating to quality management, safety at work and working conditions. Swiss Prime Site also bases these on internationally recognised human rights principles including the Universal Declaration of Human Rights (see also GRI 102-9 Supply Chain).

Swiss Prime Site Immobilien

Swiss Prime Site Immobilien transfers the obligation to comply with statutory safety-at-work requirements fully to all general contractors and the latter's subcontractors. Before construction commences, an accident prevention safety concept must be drawn up, which Swiss Prime Site Immobilien has to approve. No complaints regarding infringements of statutory requirements have been recorded at any Swiss Prime Site Immobilien site in the last ten years.

The origin of all materials used in a project, such as carpets, façade coverings and premium-wood panelling must be certified, and Swiss Prime Site Immobilien takes particular care to ensure that all materials are produced in accordance with human rights conventions and its Code of Conduct. In order to raise its suppliers' awareness of these issues, the company requires them to submit appropriate certificates and self-declaration forms. Suppliers must also provide evidence that there is no unethical behaviour such as child labour or forced labour, harassment, abusive behaviour or exploitation anywhere in the production and procurement chain. Where possible, raw materials are procured from local or domestic production.

Wincasa

Wincasa places great importance on working with business partners and suppliers who share its values, including current sustainability criteria. In individual cases, the application of these values depends on owners' needs and requirements. If requested, appropriate clauses on social or environmental topics can be added to the standard contract. An example of this was the drafting of a framework agreement for painters and flooring installers for a building owner's entire portfolio. Significant emphasis was placed on environmental and social aspects, including a preference for using regional products containing low concentrations of solvents. Unless additional requirements are stipulated, Wincasa works within the limits required by law.

In the reporting year, the new quality management system for manual and construction work was introduced; in future, this will also contain sustainability criteria. These criteria require standard quality management certifications (ISO 9001), environmental management (ISO 14000) or occupational health & safety management (OHSAS 18001). Depending on the activity, there are also specific certifications for fire safety, lift systems and refrigeration systems.

**Jelmoli**

Jelmoli’s food procurement policies are primarily focused on environmental considerations, while its purchases of textiles and products for use in the home are mainly guided by its social priorities. This latter policy reflects the fact that working conditions in textile-producing countries are often problematic. Its position at the higher end of the textiles market enables Jelmoli to be in contact with both suppliers and their manufacturers based in Europe. In 2019, this enabled Jelmoli to harmonise and streamline its purchasing negotiations and to factor in sustainability and ethical considerations. All suppliers are now routinely questioned on their partnerships with NGOs and their sustainability and ethics policies. Jelmoli regularly gathers data about which labels are used by the individual brands, such as «Fair Trade» or «FSC».

**Tertianum**

Tertianum follows a similar approach. Their purchasing strategy stipulates that when the company buys goods and products for the first time, it will prioritise those which meet specific ethical and environmental standards and can be delivered and disposed of with minimal environmental impact. In addition, a Code of Conduct will be implemented in 2020 for all contractual partners. This includes topics such as the ban on child labour and forced labour, freedom of association and tariff negotiations, non-discrimination and fair pay and working hours for suppliers’ employees.

**308-1 New suppliers that were screened using environmental criteria**

**414-1 New suppliers that were screened using social criteria**

At Wincasa, around 30% of suppliers are assessed based on social and environmental criteria in centrally administered framework agreements. The new quality management system can help raise this quota to over 50% of suppliers. The rest of procurement is not carried out centrally and so cannot be checked by the Purchasing department.

**416 Customer health and safety**

**103-1 Management approach**

**103-2**

**103-3**

**Swiss Prime Site Group**

The needs and well-being of clients are at the heart of Swiss Prime Site’s actions. Swiss Prime Site monitors physical health risks by complying with legal regulations and checks by the relevant authorities and governing bodies (including the Occupational Health & Safety Inspectorate, the Fire Safety Inspectorate, SUVA, etc.).

**Swiss Prime Site Immobilien**

Swiss Prime Site Immobilien and Swiss Prime Site Solutions adhere strictly to all building regulations and requirements, safety-at-work directives and guidelines on barrier-free building design. Where relevant, the criteria for the various types of building certification are also observed. Requirements forbidding the use of hazardous materials are met by appropriate provisions in contracts with suppliers.

In addition to carrying out preventive measures such as evacuation exercises and fire-alarm tests, Wincasa also develops property-specific safety concepts for Swiss Prime Site Immobilien for properties exposed to greater levels of risk. Tenant-specific requirements regarding access controls or technical redundancy systems, such as the installation of backup generators, are also taken into consideration.

Safety also encompasses natural and environmental risks. These are assessed by region and property and covered by appropriate insurance policies. The changing climate requires that building envelopes and technologies be adapted to withstand more extreme meteorological and climatic conditions. When purchasing properties, the company assesses their environmental risks as part of its due diligence process. Existing properties are checked for their level of protection against earthquakes.

**Wincasa**

Depending on the mandate and requirements of each real estate owner, Wincasa fulfils a range of tasks, including formulating safety and security concepts, reporting on the performance, safety and condition of buildings and earthquake-resilience projects. All properties are managed by fully-trained property managers. They ensure compliance with all applicable safety regulations (relating to hygiene, noise, light, emissions, use of chemicals, etc.).

**Tertianum**

The health and safety of its guests is Tertianum’s number one priority. Robust security procedures and continuous monitoring of guests’ health are important duties for the company’s staff. Employees attend regular training courses to learn the skills they need to avoid individual mistakes and to correct them should they occur. Every Tertianum centre also has its own security manager, who works with staff to ensure that hygiene and security directives are observed.

**Jelmoli**

Jelmoli places enormous emphasis on the health and safety of its customers. The design of the building itself and the quality of their products both reflect this priority. Responsibility for security at Jelmoli does not rest solely with its six internally trained paramed-

ics and the security staff on each floor; all employees accept responsibility for looking after their customers and are fully trained in the company's safety policy. Jelmoli has annual spot checks by the local authorities, who also review individual products. Jelmoli also carries out its own review of the quality, health and safety of products using their supplier code.

#### **416-1 Assessment of the health and safety impacts of product and service categories**

##### Wincasa

As part of its internal control system, Wincasa checks its properties each year against a list of safety points. An annual check is also conducted to ascertain whether centres are carrying out the required safety exercises and training, with announced checks performed on large centres and spot checks on smaller centres. Wincasa has its own in-house emergency handbook.

In 2019, Wincasa carried out a joint workshop with its building insurers to help improve the safety of commercial tenants and their customers by means of transparent communication between owners, owner representatives, facility managers and tenants.

##### Tertianum

Tertianum applies ISO 9001 to help further improve its service quality. ISO certification has already been carried out in Western Switzerland and in the canton of Graubünden. All processes are regularly evaluated in the course of internal audits and external checks carried out by regulators and insurers. All interventions relating to health and safety are monitored in accordance with Critical Incident Reporting System (CIRS) criteria and other established protection protocols.

##### Jelmoli

Two successful practice evacuations were carried out at Jelmoli in the reporting year. Employees who are responsible for a specific area in the event of an evacuation are trained and tested four times a year.

#### **417 Marketing and labelling**

##### **103-1 Management approach**

##### **103-2**

##### **103-3**

##### Swiss Prime Site Group

It is essential that the Swiss Prime Site Group provides transparent information for customers and tenants to ensure the group's credibility and trustworthiness on the market.

##### Jelmoli

It is particularly important for Jelmoli to provide accurate product declarations and comprehensive information for their customers. Providing erroneous or insufficient product information would negatively impact customers and thus have a serious effect on Jelmoli's reputation. In addition, the plethora of information now available, particularly on social media, has created a highly transparent world, in which inadequate products or services can rapidly attract public attention. Correct labelling is regularly checked as part of checks by local authorities.

##### Tertianum

In providing services to its guests, some of whom have specific care needs, Tertianum is assuming a substantial responsibility. For that reason, the services, risks and risk-mitigation measures involved all need to be precisely defined. These aspects are covered in binding agreements concluded between Tertianum and its guests. In recent years, demand for individually configured services has increased. Tertianum has responded to this by developing a modular catalogue of services from which it can tailor individualised service offerings. The company regularly evaluates, adapts and expands its service catalogue. Caring for and supporting older people requires a wide range of permissions and strict compliance with numerous regulatory requirements.

##### Swiss Prime Site Solutions

Swiss Prime Site Solutions ensures that its customers always have sufficient information to make sound investment decisions. Information is provided on its website, in presentations, through brochures and in reports, all with aim of maximising transparency.

#### **417-1 Requirements for product and service information and labelling**

##### Jelmoli

At Jelmoli, articles subject to declaration requirements include food, bodycare products and household equipment. Typically, these declarations must provide details of a product's country of origin, the substances it contains and its composition, as well as details of how to use it, dispose of it or recycle it. Jelmoli's purchasing and sales departments constantly review these requirements. Jelmoli sees the duty to provide comprehensive product descriptions as resting primarily with manufacturers and suppliers. Where declarations are incomplete or implausible, Jelmoli does everything in its power either to obtain the missing information or, in the case of sensitive products, to take appropriate preventive measures. As a last resort, the company is prepared to consider cancelling its supply contracts.

### Tertianum

Adult guardianship law is particularly important for Tertianum. This legislation determines who is permitted to represent the interests of an adult in the event of his or her mental capacity becoming impaired and what medical procedures can be carried out. The way in which food and medicines are described and labelled is also subject to specific legislation. Besides requiring disclosure of the origin of these products and the substances they contain, these laws also lay down safe procedures for storing and disposing of them. The relevant authorities verify compliance with these various duties on a regular basis.

### **CRE8 Product and service labelling**

#### Swiss Prime Site Immobilien

The demand for energy-efficient, environmentally sound real estate is rising, with more users prioritising environmental labels and certifications. Swiss Prime Site Immobilien therefore assesses each property to establish which labels would be appropriate. The company is focusing more strongly on the comprehensive criteria in the Swiss Sustainable Building Standard (SNBS) for future construction projects. At the end of 2019, seven properties had a sustainability label, corresponding to 15% of the space in the portfolio. Properties already certified as Minergie®, LEED or DGNB include the headquarters of Swiss Post in Berne, the Prime Tower, the SkyKey and Media Park in Zurich, Stücker Park in Basel and the Opus 1 and 2 buildings occupied by Siemens in Zug. In 2019, the Schönburg project at the former Swiss Post headquarters in Berne was also renovated to meet SNBS criteria. For the largest development project in Geneva, Pont Rouge, the company adhered to SNBS requirements and is hoping to receive certification after completion in 2022.

#### Other socially beneficial and environmentally friendly products and services

The other group companies are also striving to offer products and services with specific social or environmental added value. Win-casa is working together with the Domicil Foundation, which organises housing for socially and economically disadvantaged people and acts as guarantor if necessary.

Jelmoli is also planning to expand its range of environmentally friendly products, but is restricted to the selection available from individual brands in the high-price segment of the market. There are still only a few products that fit into Jelmoli's range while also demonstrating environmental added value.

When investing in socially beneficial and environmentally friendly products and services, Swiss Prime Site Solutions follows the guidelines issued by the Swiss Prime Investment Foundation as well as the demands of the market. For larger residential construction projects such as the Riverside superstructure in Zuchwil in Solothurn, the company aims for a good mix of tenants and therefore offers residential properties for people and families with lower incomes. Swiss Prime Site Solutions also sees itself as an urban catalyst and strives to invest in a variety of property uses. This may include, for example, properties for student living or in the educational sector.

**418 Customer privacy**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site Group

As part of their business activities, all group companies record personal and confidential data relating to tenants and clients. Every group company is expected to be extremely vigilant in protecting this data and to rise to the ever greater challenges presented by data protection. Data protection encompasses all organisational and technical measures required to prevent data from being lost, falsified or accessed without proper authorisation. Swiss Prime Site's information security and data protection concept defines how protection in these two areas can be maintained and continuously improved.

With regard to employees, Swiss Prime Site explicitly affirms its commitment to data protection and the confidentiality of personal data in its General Terms of Employment. The Company has a personal file for each employee and takes all appropriate measures to protect employees' data from unauthorised disclosure or access. Swiss Prime Site also ensures that any personal data is accurate and regularly checks that it is up to date. Employees have the right to demand that any erroneous personal data is amended, and to have access to their personal file. Swiss Prime Site has also set out regulations further elaborating its commitment to data protection. Violations of data security can be reported to the integrity line at any time.

All group companies check all data processing procedures to see if they fall within the scope of the European General Data Processing Regulations (GDPR). If a group company is carrying out an activity that is subject to GDPR, it ensures compliance with the principles of the GDPR and safeguards the rights of the person involved.

Wincasa

Due to customers' increasing security requirements, Wincasa transferred its customer data to a Microsoft server in Switzerland as at 1 October 2019. Wincasa also strengthened its data security in 2019 by introducing a range of measures. The company conducted an introductory session for all new employees on the topic of information security. Additional training was offered to existing employees. Wincasa also raised employees' awareness about cyber risks by using self-triggered phishing attacks. It also published regular articles on the topic on the intranet.

In addition to raising awareness within the company and offering training, Wincasa conducted several technical security reviews to identify potential weak points in applications, systems and net-

works. Security incident response processes were defined, including escalation and notification paths and countermeasures. Wincasa also brought in an external Chief Information Security Officer (CISO) for a professional, independent assessment of its information security.

Tertianum

The protection Tertianum affords its guests not only covers their health but also includes a duty to exercise great care in protecting the fundamental rights enshrined in Switzerland's constitution, including the right to privacy. The protection of privacy firstly covers the external processing and handling of confidential health-related data. Secondly, companies must ensure that privacy is protected in residential and nursing care facilities. At Tertianum, it is not just senior management, the IT department and the data protection officer who are responsible for protecting the privacy of guests, but all employees. Tertianum has defined a set of internal principles governing the handling of confidential data which also encompass information relating to employees and business partners. When they sign their employment contracts with Tertianum, all staff also commit to a duty of care with regard to personal privacy. In addition, the company holds training courses on this topic in order to reinforce awareness of the issues involved among its staff. Sensitive data is managed using a password-protected system. Data protection is also included in the quality management, ISO and sanaCERT certifications and in audits by supervisory authorities. Furthermore, mechanisms are in place for both guests and employees to lodge complaints should they come across any infringements of data-security regulations. Guests can address their complaints to the care and support management team, the executive management, company management and, ultimately, to the cantonal ombudsman or the national data protection intervention unit.

**418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data**

No breaches of data security or data protection are known to have occurred since Swiss Prime Site was founded.

- 307 Environmental compliance**
- 419 Socioeconomic compliance**
- 103-1 Management approach**
- 103-2**
- 103-3**

Swiss Prime Site Group

Swiss Prime Site’s corporate values and the group-wide Code of Conduct (see GRI 102-16) form the basis of its compliance policies. Naturally, Swiss Prime Site is fully compliant with Swiss law and the requirements of the SIX Swiss Exchange. Acting in accordance with the law and its own internal directives is just as important to Swiss Prime Site’s reputation and success as transparency and open communication.

In 2019, the Swiss Prime Site Group undertook a full revision of all regulations and tailored its internal regulations to the principles set out in the Code of Conduct. Swiss Prime Site also reviewed the content of the Responsible Business Initiative and any consequences for the group companies. For Swiss Prime Site Immobilien, implementing the Initiative could have an impact on the procurement of construction materials. It could also affect purchasing regulations at Jelmoli.

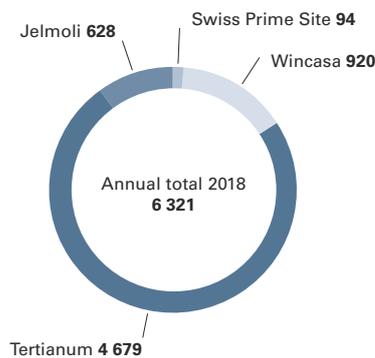
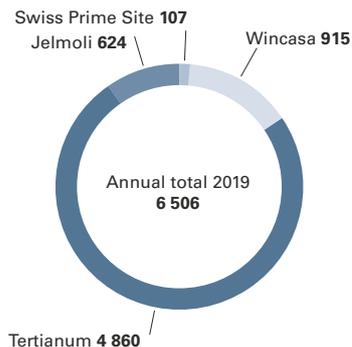
Swiss Prime Site has a notification system for whistleblowing and to handle any internal grievances or breaches of the law. Employees can report incidents using the EQS Group’s external, independent integrity platform. This is not part of Swiss Prime Site. The Human Resources and Legal & Compliance departments are notified of any incidents and then report them in anonymised form to the CEO and the Board of Directors.

**307-1 Non-compliance with environmental laws and regulations**

**419-1 Non-compliance with laws and regulations in the social and economic area**

No infringements of environmental laws or other legislative provisions were identified in 2019.

**Employer Figures  
Employees by group company**



**Swiss Prime Site Group**

	2017			2018			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
<b>Employees<sup>1,2</sup></b>	<b>1 343</b>	<b>3 999</b>	<b>5 342</b>	<b>1 494</b>	<b>4 284</b>	<b>5 778</b>	<b>1 556</b>	<b>4 324</b>	<b>5 880</b>
Trainees	123	355	478	149	394	543	186	440	626
Apprentices	98	300	398	115	279	394	159	373	532
Interns	25	55	80	34	115	149	27	67	94
<b>Total</b>	<b>1 466</b>	<b>4 354</b>	<b>5 820</b>	<b>1 643</b>	<b>4 678</b>	<b>6 321</b>	<b>1 742</b>	<b>4 764</b>	<b>6 506</b>
<b>Full time/part time<sup>1,2</sup></b>									
Full time	1 188	2 070	3 258	1 218	1 839	3 057	1 398	2 007	3 405
Part time <50%	67	488	555	122	586	708	59	490	549
Part time 50%–79%	64	842	906	87	994	1 081	89	962	1 051
Part time 80%–99%	147	954	1 101	216	1 259	1 475	196	1 305	1 501
<b>Total</b>	<b>1 466</b>	<b>4 354</b>	<b>5 820</b>	<b>1 643</b>	<b>4 678</b>	<b>6 321</b>	<b>1 742</b>	<b>4 764</b>	<b>6 506</b>
<b>Age distribution<sup>1,2</sup></b>									
Employees < 25 years	212	642	854	302	901	1 203	278	795	1 073
Employees 25–35 years	373	1 022	1 395	353	957	1 310	450	1 143	1 593
Employees 36–45 years	331	829	1 160	348	843	1 191	386	913	1 299
Employees 46–55 years	341	1 119	1 460	400	1 229	1 629	400	1 137	1 537
Employees > 55 years	209	742	951	240	748	988	228	776	1 004
<b>Total</b>	<b>1 466</b>	<b>4 354</b>	<b>5 820</b>	<b>1 643</b>	<b>4 678</b>	<b>6 321</b>	<b>1 742</b>	<b>4 764</b>	<b>6 506</b>
<b>Fixed term/permanent<sup>1,2,3</sup></b>									
Permanent staff	1 343	3 999	5 342	1 494	4 284	5 778	1 556	4 324	5 880
thereof Members of the Executive Board <sup>4</sup>	26	8	34	25	12	37	18	8	26
Trainees	123	355	478	149	394	543	186	440	626
Supernumary staff	5	47	52	17	40	57	0	30	30
Janitors	13	25	38	15	17	32	5	7	12
Other temporary staff	7	11	18	n.a.	n.a.	n.a.	10	11	21
<b>Total</b>	<b>1 491</b>	<b>4 437</b>	<b>5 928</b>	<b>1 675</b>	<b>4 735</b>	<b>6 410</b>	<b>1 757</b>	<b>4 812</b>	<b>6 569</b>

<sup>1</sup> Members of the Board of Directors are not included.

<sup>2</sup> There are deviations from the 2017/2018 reporting due to subsequently adjusted data consolidation.

<sup>3</sup> Year-end headcount, including janitors, supernumerary and other temporary staff.

<sup>4</sup> The five members of the Group Executive Board are not included. They are reported as permanent employees.

**Key occupational health and safety indicators**

Rates in %	2017			2018			2019		
	Accident	Illness	Absentee	Accident	Illness	Absentee <sup>1</sup>	Accident	Illness	Absentee
Swiss Prime Site Immobilien	0.0	1.3	1.3	n.a.	n.a.	0.9	0.0	1.3	1.4
Swiss Prime Site Solutions	0.0	6.7	6.7	n.a.	n.a.	0.3	0.0	0.6	0.6
Wincasa	0.3	2.4	2.7	n.a.	n.a.	2.8	0.3	3.4	3.7
Tertianum	0.6	4.2	4.8	n.a.	n.a.	5.7	0.9	5.2	6.1
Jelmoli	0.4	3.3	3.7	n.a.	n.a.	4.5	0.4	2.8	3.2

<sup>1</sup> The absentee rate 2018 was corrected retroactively. In the Annual Report 2018, the value 2.17% was published.

**Staff fluctuation rate by group company**

Rates in %	2017	2018	2019
Swiss Prime Site Immobilien	2.0	8.3	6.4
Wincasa	18.6	21.5	24.1
Tertianum	22.8	26.6	28.0
Jelmoli	19.4	28.4	26.3
Swiss Prime Site Solutions	n.a.	0.0	12.1
<b>Group average</b>	<b>21.7</b>	<b>25.9</b>	<b>26.9</b>



# Key figures of the group companies

## Swiss Prime Site Immobilien

	Unit	2017	2018	2019
<b>Stakeholders</b>				
Tenants	number	approx. 2 000	approx. 2 000	approx. 2 000
Documented tenant meetings	number	approx. 40	40	40
<b>Finance</b>				
Operating income (segment Real Estate)	CHF million	478	509	519
Investments in training and development	% of total payroll	1.29	0.82	0.82
Portfolio value	CHF million	10 633	11 204	11 765
Real estate costs	CHF million	63	64	65
Investments in projects and development	CHF million	204	200	288
Revaluation gains	CHF million	66	68	204
Net rental income	CHF million	424	434	437
<b>Infrastructure</b>				
Properties	number	188	190	187
Usable floor space	m <sup>2</sup>	1 575 102	1 567 288	1 604 451
Vacancy rate	%	5.2	4.8	4.7
<b>Innovation</b>				
Floorspace development projects	m <sup>2</sup>	375 000	325 000	350 000
<b>Ecology (Services)</b>				
Total energy consumption	MWh	395.1	373.5	381.5
CO <sub>2</sub> emissions (Scope 1, 2)	tCO <sub>2</sub> e	36	33.8	n.a.
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	n.a.	n.a.	38.1
CO <sub>2</sub> intensity per m <sup>2</sup>	kg CO <sub>2</sub> e/m <sup>2</sup>	15.7	16.46	18.5
CO <sub>2</sub> intensity per FTE	kg CO <sub>2</sub> e/FTE	612.2	642.6	597.9
Water use	m <sup>3</sup>	1 496.5	945	911.9
<b>Ecology (Portfolio)</b>				
Total energy consumption	MWh	211 833	216 476	192 912
Energy intensity	kWh/m <sup>2</sup>	141.6	144.5	140.0
CO <sub>2</sub> emissions (Scope 1, 2)	tCO <sub>2</sub> e	38 372	39 074	n.a.
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	n.a.	n.a.	31 229
CO <sub>2</sub> intensity per m <sup>2</sup>	kg CO <sub>2</sub> e/m <sup>2</sup>	25.65	26.08	22.66
Water consumption	m <sup>3</sup>	888 586	874 334	722 407
Properties with contaminated soil	ha	32.35	32.35	32.35
Decontamination measures	CHF million	2	1.3	1.1
<b>Employees</b>				
Employees	number	51	59	70
Fluctuation rate	%	2	8.33	6.38
Absentee rate	%	1.32	0.94	1.36
Women in executive positions	%	n.a.	41	40

**Wincasa**

	Unit	2017	2018	2019
<b>Stakeholders</b>				
Branches	number	24	27	28
<b>Direct suppliers</b>	<b>number</b>	<b>70</b>	<b>70</b>	<b>67</b>
Proportion of Top 10 clients	%	90.3	92.9	91
<b>Finance</b>				
Operating income (segment Services)	CHF million	142	144	148
Investments in training and development	% of total payroll	1.33	1.01	0.83
Assets under management	CHF million	66	68	71
Rental income for clients	CHF million	3 137	3 290	3 294
Volume of transactions advised	CHF million	500	450	440
Monetary value of Kaizen	CHF million	0.435	0.21	0.045
<b>Infrastructure</b>				
Properties managed	number	233 000	233 300	240350
Construction projects	number	1 670	1 766	1 634
<b>Share of residential in portfolio</b>	<b>%</b>	<b>38.4</b>	<b>36.8</b>	<b>44</b>
Share of office and retail in portfolio	%	61.6	63.2	56
<b>Innovation</b>				
Kaizen ideas put into effect	number	404	350	290
<b>Ecology (Services)</b>				
Total energy consumption	MWh	3 328.8	3 776.4	3890.9
Energy intensity	kWh/m <sup>2</sup>	<b>143.5</b>	<b>156.4</b>	159.4
CO <sub>2</sub> emissions (Scope 1, 2)	tCO <sub>2</sub> e	493	502	n.a.
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	n.a.	n.a.	672
CO <sub>2</sub> intensity per m <sup>2</sup>	kg CO <sub>2</sub> e/m <sup>2</sup>	21.26	20.79	27.87
CO <sub>2</sub> intensity per FTE	kg CO <sub>2</sub> e/FTE	620.05	647.7	806.77
Water use	m <sup>3</sup>	15 557.6	17 465	17 800.5
<b>Employees</b>				
Employees	number	940	920	915
Fluctuation rate	%	18.59	21.51	24.12
Absentee rate <sup>1</sup>	%	2.71	2.8	3.68
Women in executive positions	%	n.a.	43	37

<sup>1</sup> The absentee rate 2018 was corrected retroactively. In the Annual Report 2018, the value 2.17% was published.

**Tertianum**

	Unit	2017	2018	2019
<b>Stakeholders</b>				
Residential guests	number	1 637	1 658	1 759
Nursing care guests	number	2 544	2 805	3 122
Guest satisfaction	% satisfied/ very satisfied	n.a.	n.a.	82.2%
<b>Finance</b>				
Operating income (segment Services)	CHF million	360	397	424
Investments in training and development	% of total payroll	0.97	0.85	1.24
Costs of care supplies and medication	CHF million	3.44	3.94	4.35
<b>Infrastructure</b>				
Operations	number	76	77	80
Care capacity utilisation	%	89.2	85.2	91.6
Residential capacity utilisation	%	84.8	84.8	81.2
<b>Ecology (Services)</b>				
Total energy consumption	MWh	50 649.3	49 261.2	71 234.5
Energy intensity	kWh/m <sup>2</sup>	111.56	112.99	168.53
CO <sub>2</sub> emissions (Scope 1, 2)	tCO <sub>2</sub> e	6 933	5 908	n.a.
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	n.a.	n.a.	11 984
CO <sub>2</sub> intensity per m <sup>2</sup>	kg CO <sub>2</sub> e/m <sup>2</sup>	15.27	13.55	28.35
CO <sub>2</sub> intensity per FTE	kg CO <sub>2</sub> e/FTE	2 001.45	1 582.8	3 032.05
Water use	m <sup>3</sup>	429 218	499 961	478 981
<b>Employees</b>				
Employees	number	4 303	4 679	4 860
Fluctuation rate	%	22.84	26.64	27.97
Absentee rate	%	4.8	5.65	6.09
Women in executive positions <sup>1</sup>	%	n.a.	7	56.98
Proportion of care staff with secondary or tertiary educational qualifications	%	>50	>50	>50

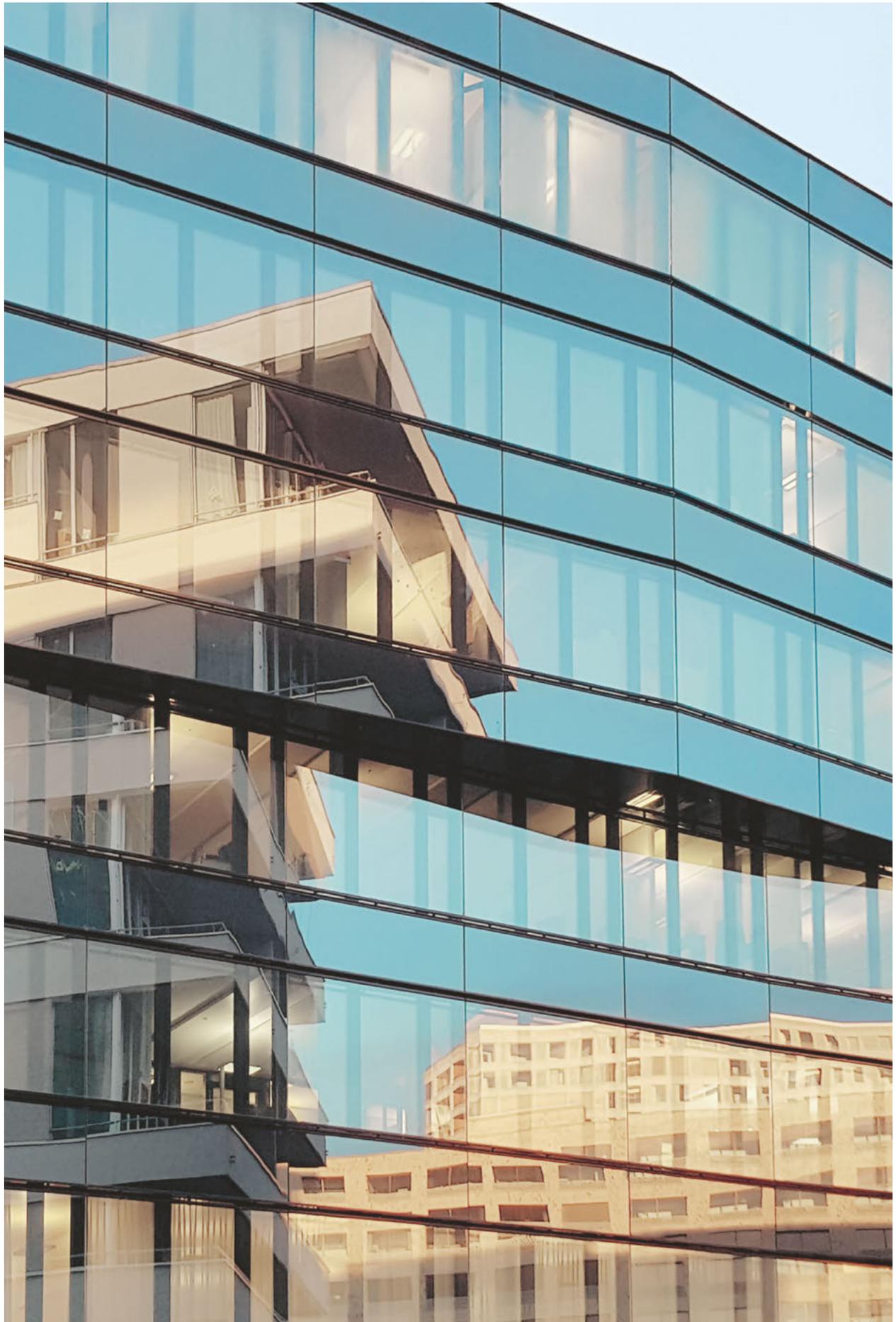
<sup>1</sup> The sharp increase in the proportion of women in 2019 is due to a new categorisation of management staff. In addition to the executive management and the managing directors, also the divisional managers are counted as management staff.

**Jelmoli**

	Unit	2017	2018	2019
<b>Stakeholders</b>				
Customers with J-Card	number	>250 000	281 600	300 740
Customer satisfaction (word of mouth n = 100)	Net Promoter Score (NPS), %	96	93	n.a.
<b>Finance</b>				
Operating income (segment Services)	CHF million	136	131	128
Investments in training and development	% of total payroll	1.06	0.99	0.51
<b>Infrastructure</b>				
Retail floor space (total floor space 33 000 m <sup>2</sup> )	m <sup>2</sup>	24 000	24 000	25 000
Items sold per sales receipt	number	1.94	1.98	2.01
<b>Innovation</b>				
Brands	number	approx. 1 000	approx. 1 000	approx. 1 000
Items	number	approx. 1 000 000	approx. 1 000 000	approx. 1 000 000
<b>Ecology (Services)</b>				
Total energy consumption	MWh	12 663.7	9 397.2	3 579.8
Energy intensity	kWh/m <sup>2</sup>	344.40	255.57	243.39
CO <sub>2</sub> emissions (Scope 1, 2)	tCO <sub>2</sub> e	1 382	440	n.a.
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	n.a.	n.a.	149
CO <sub>2</sub> intensity per m <sup>2</sup>	kg CO <sub>2</sub> e/m <sup>2</sup>	38	12	10
CO <sub>2</sub> intensity per FTE	kg CO <sub>2</sub> e/FTE	2 760.14	887.1	300.1
Water use	m <sup>3</sup>	39 755	33 448	13 900
<b>Employees</b>				
Employees	number	623	628	624
Fluctuation rate	%	19.4	28.4	26.3
Absentee rate	%	3.73	4.5	3.2
Women in executive positions	%	n.a.	46	50

**Swiss Prime Site Solutions**

	Unit	2018	2019
<b>Stakeholders</b>			
Pension funds/investors of Swiss Prime Investment Foundation	number	250	280
<b>Finance</b>			
Operating income (segment Services)	CHF million	8.5	13.5
Investments in training and development	% of total payroll	0.46	1.04
<b>Infrastructure</b>			
Assets under management	CHF billion	1.6	2.3
Acquisitions in the reporting year	number of objects	12	25
Value of the development pipeline	CHF million	122.7	161.0
<b>Innovation</b>			
Floor space of development projects	m <sup>2</sup>	28 350	42 789
<b>Ecology (Services)</b>			
Total energy consumption	MWh	44.3	41.9
Energy intensity	kWh/m <sup>2</sup>	182.0	184.6
CO <sub>2</sub> emissions (Scope 1, 2)	tCO <sub>2</sub> e	4	n.a.
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	n.a.	4.2
CO <sub>2</sub> intensity per m <sup>2</sup>	kg CO <sub>2</sub> e/m <sup>2</sup>	16.5	18.5
CO <sub>2</sub> intensity per FTE	kg CO <sub>2</sub> e/FTE	615.4	445.3
Water use	m <sup>3</sup>	127.2	100.1
<b>Employees</b>			
Employees	number	9	10
Fluctuation rate	%	0.00	12.12
Absentee rate	%	0.33	0.58
Women in executive positions	%	0.00	16.67





# GRI Content Index

For the Materiality Disclosures Service, GRI Services reviewed whether the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 accord with appropriate sections in the body of the report. The GRI Materiality Disclosures Service was performed on the German version of the report.

This report has been prepared in accordance with the GRI Standards: «Core» option.

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# Independent Limited Assurance Report on selected GRI Disclosures

## To the Board of Directors of Swiss Prime Site AG, Olten

We were engaged to carry out a limited assurance engagement on the selected GRI disclosures set out below, which are disclosed in the GRI report in the appendix of the integrated annual report 2019 of Swiss Prime Site Group (hereafter "company") on the pages 70-109.

Our independent assurance engagement to obtain limited assurance covers the following GRI disclosures (hereafter "selected GRI disclosures") for the business year ended 31 December 2019:

- GRI 302:2016 Energy: 302-1 Energy consumption within the organization page 81; 83-86
- GRI 302:2016 Energy: 302-3 Energy intensity page 81; 83-86
- GRI 303:2016 Water: 303-1 Water withdrawal by source page 82; 83-86
- GRI 305:2016 Emissions: 305-1 Direct (Scope 1) GHG emissions page 81; 83-86
- GRI 305:2016 Emissions: 305-2 Energy indirect (Scope 2) GHG emissions page 81; 83-86
- GRI 305:2016 Emissions: 305-4 GHG emissions intensity page 81; 83-86

Our engagement neither covers GRI disclosures not set out above, nor prior-year disclosures, forward-looking information, information from external documentation sources or expert opinions.

## Board of Directors' Responsibility

The Board of Directors of Swiss Prime Site AG is responsible for the preparation and presentation of the GRI disclosures 2019 in accordance with the reporting criteria. The company applies the GRI Standards of the Global Reporting Initiative (GRI Standards), option "core" as reporting criteria and publishes the report under the title „GRI Report“.

This responsibility includes the selection and application of appropriate methods for the integrated annual report (in particular the selection of material topics) as well as the use of assumptions and estimates for individual sustainability disclosures that are appropriate under the circumstances. Furthermore, the responsibility includes the design, implementation and maintenance of systems, processes and internal controls to enable the preparation and presentation of an integrated annual report that is free from material misstatement whether due to fraud or error.

## Auditors' Responsibility

Our responsibility is to carry out a limited assurance engagement and to express a conclusion, based on our procedures performed and the evidence obtained, as to whether any matters have come to our attention that cause us to believe that the selected GRI disclosures have not been prepared, in all material respects, in accordance with the GRI Standards (option "core").

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 Assurance Engagements other than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board (IAASB). That standard requires that we plan and perform the engagement to obtain limited assurance about whether the selected GRI disclosures of the company are presented in accordance with the GRI Standards (option "core") in all material respects.

The procedures performed in a limited assurance engagement are less in extent than for a reasonable assurance engagement, and consequently the level of assurance obtained is substantially lower. The procedures selected depend on the auditor's judgment. Taking into account risk and materiality considerations, we have carried out procedures in order to obtain sufficient appropriate evidence.



These procedures included amongst others:

- Evaluation of the design and implementation of systems and processes for the collection, processing and monitoring of disclosures on sustainability performance, including the consolidation of the data;
- Inquiries with staff at group level responsible for the collection and consolidation as well as the performance of internal control procedures with regard to the disclosures;
- Inspection of selected internal and external documents in order to determine whether qualitative and quantitative information is supported by appropriate evidence and presented in an accurate and balanced manner;
- Assessment of data collection, validation and reporting processes as well as of the reliability of the reported data on the basis of sample testing and the examination of selected calculations;
- Analytical evaluation of the quantitative data and development of the selected GRI disclosures in scope, which were submitted for consolidation at group level;
- Evaluation of the consistency of the requirements applicable to the company for the selected GRI disclosures with other disclosures and key figures in the integrated annual report 2019;
- Evaluation of the overall presentation of the disclosures by critical reading of the integrated annual report 2019.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

#### **Inherent limitations**

Due to the inherent limitations of any internal control structure it is possible that errors or irregularities in the information presented in the selected GRI disclosures may occur and not be detected. Our engagement is not designed to detect all weaknesses in internal controls over the preparation and presentation of the selected GRI disclosures, as the engagement has not been performed continuously throughout the period and the procedures performed were undertaken on a test basis.

#### **Independence and quality assurance**

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

#### **Conclusion**

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the selected GRI disclosures of the company for the business year ended 31 December 2019 are not presented, in all material respects, in accordance with the GRI Standards (option "core").

KPMG AG

Silvan Jurt  
Licensed Audit Expert

Anna Pohle  
Licensed Audit Expert

Zurich, 20 February 2020

## Imprint

The original of this report is written in German.  
The original German text is the effective official version.

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