

# GRI Report

## Universal Standards

### 102-9 Supply chain

Due to the different fields of activity, the supply chains of the four group companies differ from each other significantly.

At Swiss Prime Site Immobilien, the majority of purchased services fall into the following categories:

Category	Purchasing volume 2020 (CHF million)
Total	435.6
Development investments	182.3
Follow-up investments in standing investment properties	162.5
Investments in proof of concept projects	36.3
Maintenance and repairs	13.4
Property & facility management	41.3

Swiss Prime Site Solutions' purchasing is limited almost exclusively to consultancy services, since all procurement in facility management or construction services relating to the managed property portfolio is approved as a general rule by the owner (executive management or the Foundation Board of the Swiss Prime Investment Foundation).

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 2020, the company purchased some CHF 28 million worth of goods and services for its own operations from more than 200 direct suppliers.

The Jelmoli range includes around 2200 brands; in the reporting year, the company purchased goods worth approximately CHF 58 million. A large proportion of the products fall into the fashion, beauty, sport, food and home living categories. Since 1 August 2020, Jelmoli has been a member of amfori BSCI/BEPI – an initiative that promotes transparency, ecology and fairness in supply chains. As a result, in September 2020, the new supplier terms regarding environmental and social standards were sent out; these have to be signed by most suppliers.

### 102-12 External initiatives

Swiss Prime Site recognises the dangers associated with ongoing climate change and has committed itself to achieving the 2-degree goal of the Paris Agreement. The Company has adopted the target as a yardstick for its own climate goals and initiatives. It aims to have a climate-neutral property portfolio by 2040 and contributes as a group to climate neutrality by 2050. 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 can be found in the TCFD Report.

Furthermore, Swiss Prime Site supports the Sustainable Development Goals (SDGs) of the United Nations and uses the goals as a framework to develop the Company's own sustainability goals.

### 102-13 Membership of associations

The different associations and organisations of which the Swiss Prime Site group companies are members reflect the diversity of the companies' activities. All group companies focus on considering memberships of organisations whose work is closely related to their core business. This includes a well-balanced representation of political interests, for example being a member of the Verband Immobilien Schweiz (VIS). Other partnerships have been formed with Avenir Suisse, the Greater Zurich Area and «Entwicklung Schweiz», the association for Swiss development.

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 platform aimed at improving resource efficiency in the construction and real estate sectors.

As the real estate asset manager for the Swiss Prime Investment Foundation (SPIF), Swiss Prime Site Solutions represents the SPIF at KGAST, the Swiss conference of investment foundation managers. The company is also represented 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, the Riverside Zuchwil project, for several years.

Wincasa is a member of the Swiss real estate association SVIT, and 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 the interest group «Bauen digital Schweiz».

Jelmoli attaches importance to maintaining good relations with its neighbours and is therefore a member of the Bahnhofstrasse Association that aims to preserve and promote the Bahnhofstrasse in Zurich as an attractive retail thoroughfare. As a member of the 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), enabling it to maintain a close dialogue with other leading department stores across the globe. Since August 2020, Jelmoli has been a member of amfori BSCI/BEPI – an initiative that promotes transparency, ecology and fairness in supply chains. In addition, Jelmoli joined the Textil Alliance Suisse 2020 in the reporting year and supported their manifesto on the future of the Swiss textile industry, «Zukunft Textilbranche Schweiz», that is committed to seasonal ranges, shorter sales periods and products with a higher value.

**102-16 Values, principles, standards and norms of behaviour**

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. 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.

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 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.

The decision was taken in the reporting year to publish additional group-wide standards from 1 January 2021: Supplier Code of Conduct, Environmental Policy.

**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**

Key stakeholders	Methods of exchanging information	Key issues
<b>Swiss Prime Site Group</b>		
– Shareholders	– Conferences and roadshows	– Course of business
– Analysts	– Regular discussions with analysts via the Board of Directors, Executive Board and Investor Relations	– Current developments
– Investors	– Annual investors' day (Capital Markets Day)	– Strategy
– Proxy advisors	– Annual General Meeting	– ESG performance
	– Half-yearly financial results press conferences	
	– Half-yearly reporting (incl. short report)	
	– Website and social media channels	
<b>Swiss Prime Site Immobilien</b>		
– Tenants and potential tenants	– Regular dialogue with tenants and potential tenants	– Supply of floor space and property services
– Construction project partners	– Property-specific information events and viewings	– Sustainable construction and certification
– Authorities	– Surveys on location preferences, space requirements, moving-in dates or specific requirements for tenants' improvements	– Consideration of local circumstances relating to development projects
– Local stakeholders (residents, associations, political representatives)	– Satisfaction surveys (next survey planned for 2021)	
<b>Swiss Prime Site Solutions</b>		
– Swiss Prime Investment Foundation (as sole current customer)	– Weekly discussion with executive management	– Investment decisions
– Investors	– Monthly discussion with the foundation board	– Range of services
– Supervisory authorities	– Events, roadshows and individual portfolio meetings	– Project developments and acquisitions
	– Annual investors' meeting	– Corporate structure
	– Annual reporting	– Authority of key individuals
	– Website and social media channels	

Key stakeholders	Methods of exchanging information	Key issues
<b>Wincasa</b>		
– Major commercial tenants and around 68000 residential tenants	– Regular dialogue and coordination meetings with the management of major customers	– Issues on commercial and infrastructure building management
– Owners and institutional investors	– Annual CEO meetings with key customers	– Improving business processes
– Suppliers	– Discussion about the Customer Value Center	– Requirements relating to specialist expertise and availability of services
	– Tenant portal	– Sustainable use of properties
	– Owner portal	
	– Website and social media channels	
<b>Jelmoli</b>		
– Customers	– Daily dialogue with customers in store	– Range and product quality
– Suppliers	– Information desk	– Customer support
– Retail floor space tenants	– Mystery tests	– Linguistic and intercultural skills
	– Regular dialogue with suppliers and retail floor space tenants	– Revenue and profitability
	– Website and social media channels	– Declaration obligations
		– Combination of supply of proprietor-managed and let retail floor spaces

**102-41 Collective bargaining agreements**

There are no collective bargaining agreements for any Swiss Prime Site employees. The terms of employment for employees differ from group company to group company. 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 to report violations of the Code of Conduct or other issues concerning employment law, including complaints relating to freedom of association and collective labour agreements, which Swiss Prime Site allows. In cooperation with an external service provider, the Swiss Prime Site Group 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 confident it will be able to achieve long-term growth that will be of economic benefit to its various stakeholders and will enable it to provide its shareholders with appropriate dividends. The principles of sustainable company management are clearly defined as part of the business plan and budget process, 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 included a scenario analysis that examines the potential development of the business in light of various 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

The group company focuses on continuously improving its portfolio – not least through a range of new build developments and redevelopments of standing investment properties as well as sales of properties that are no longer strategically relevant. In addition, asset management focuses on reducing vacancies and operating costs and optimising heat and electricity consumption to reduce CO<sub>2</sub> emissions.

Systematic vacancy management is of central importance in order to ensure a high occupancy ratio. Swiss Prime Site Immobilien therefore pursues a proactive marketing strategy and optimises its range of products and services in line with current and future market requirements. The company discusses existing rental agreements with tenants in a timely manner before the end of the tenancy and extends them wherever possible. Renovation and refitting work is coordinated with the terms of leases so that it can be carried out when premises are not in use.

In 2020, many tenants were directly affected to a greater or lesser degree by the impact of COVID-19. The asset management team at Swiss Prime Site Immobilien was in direct contact with the

companies and processed their requests for rent reductions or extensions. With these measures, Swiss Prime Site Immobilien was able to maintain the vacancy rate at around 5%. There will continue to be a focus on reducing vacancies in the future.

In the reporting year, several construction projects were successfully completed and handed over to tenants according to schedule, including the A1 revitalisation project in Oftringen and the Schönbürg project in Berne. In the JED project in Schlieren, the West Log project in Zurich Altstetten and in Stücki Park in Basel, Swiss Prime Site Immobilien also handed over the first rental spaces to key tenants.

#### Swiss Prime Site Solutions

Swiss Prime Site Solutions has been the real estate asset manager for the Swiss Prime Investment Foundation (SPIF) since 2017. Since then, the property assets of the Swiss Prime Investment Foundation have grown from CHF 1.4 billion to CHF 3.0 billion. On the back of this success, the Swiss Prime Investment Foundation decided in 2019 to extend its asset management contract with Swiss Prime Site Solutions until 2023.

In the reporting year, Swiss Prime Site Solutions propelled SPIF along its growth course as planned. The company successfully realised ongoing construction projects and acquired several properties. In addition, SPIF Real Estate Switzerland raised over CHF 160 million as part of two capital increases, which also expanded the investor base.

In 2020, emphasis was placed on the design and launch of SPIF's new investment product. This new product, «SPA Living+ Europe», invests in European real estate with various attractive residential uses. The product has a particular focus on the Senior Living segment. Student housing, service apartments, micro living and other forms of use provide diversification.

The expansion of the customer base is to continue in the future. To this end, in the reporting year Swiss Prime Site Solutions worked on additional investment products that were first announced as part of the Capital Markets Day 2020; these will be available to both domestic and foreign investors from 2021.

#### Wincasa

In a commercially challenging services environment, it is essential that Wincasa retains its high level of competitiveness and quality. To that end, the company employs 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, contributing to further increases in efficiency in 2020.

At the end of 2018, Wincasa took over the tenant platform streamnow. In a similar way to online banking and insurance apps, the portal solution allows users to handle all issues relating to their property and tenancy quickly, easily and at any time, wherever they happen to be. For example, tenants can use the app to access documents and agreements at any time and submit requests. The app also simplifies communication between tenants and property management so that tenant requests can be answered as quickly as possible. This improves tenant satisfaction, which in turn 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 (CVC) was further developed in 2019 as the central interface for property management issues. In 2020, the CVC handled around 435 000 enquiries (phone and email), with the proportion of contacts shifting further in favour of email enquiries. As a result, the speed at which enquiries were processed increased even further.

In addition to making process improvements, Wincasa won new mandates in 2020 and extended existing ones. As of July 2020, the property portfolio of the Bern-Lötschberg-Simplon railway (BLS) was fully integrated and the agreement with the Swiss Prime Investment Foundation (SPIF) was renewed for another three years, until 2024.

**Jelmoli**

In the reporting year, Jelmoli’s main focus was on further improving its range of products and services. In a challenging market environment with 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. The continually expanded and strengthened partnerships with national and international suppliers show that the differentiation strategy and positioning as the largest omnichannel premium department store in Switzerland, which places profitability ahead of high sales figures, is highly effective.

However, the COVID-19 pandemic and the closures ordered by the government and likely continued restrictions have been a major setback for the retail industry as a whole, and Jelmoli’s efforts in recent years in particular. The expansion into Zurich Airport has therefore been put on the back burner. Since March 2020, Jelmoli has had a presence in the Airside Center and since November 2020 in the landside Circle – two different formats in two attractive spaces at Zurich Airport. Jelmoli expects the opening of a further foothold 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 expected from 2021 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 in spring 2021. After the ERP system goes live, a major re-launch of the online shop is also planned.

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

For detailed financial figures, see the Financial Report.

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

Since 2019, Swiss Prime Site has carried out a regular analysis of climate-related financial risks in line with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) as part of their risk management process. Detailed information on this can be found in the TCFD Report.

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

**Swiss Prime Site Group**

In 2020, Swiss Prime Site’s income statement was positively impacted by tax rate reductions relating to the implementation of Swiss tax reform (STAF), amounting to some CHF 7 million.

**Swiss Prime Site Immobilien**

Swiss Prime Site Immobilien receives occasional 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. In the reporting year, the company received a one-off subsidy of CHF 500 000 for the Minergie certification of the Schönburg project in Berne.

**Jelmoli**

During the lockdown in spring 2020, full or partial short-time working hours were announced for 65% of Jelmoli’s employees. The Board of Directors and Executive Board of Swiss Prime Site Group decided to set up a solidarity fund for Jelmoli employees. This was intended to provide quick and effective help to sales employees who had to reduce their working hours due to COVID-19 and the closure of the premium department store, and suffered a loss in wages as a result.

The fund was endowed with CHF 450 000 and was financed equally from the Board of Directors’ fees and Executive Board members’ salaries.

**203 Indirect economic impacts**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site is very conscious of its corporate responsibilities regarding the social, ecological and economic framework surrounding its properties. The Company views real estate (projects) not just as individual projects, but as part of the Smart City, contributing to urban living space in the context of urban development and regeneration. The larger the project, therefore, the more land use and urban planning aspects must be considered. 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 property and each new build or renovation project creates added value for the users, residents and the local economy, every project begins with a detailed 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 analysis may also include a consultation on environmental, health and safety aspects. These discussions are initiated by employees in the development, asset management and communication departments of the Swiss Prime Site Group.

The priority of all stakeholders is to create added value from a range of different perspectives, for example by providing an attractive range of bars and restaurants or on-site childcare facilities. For the new building project YOND in Zurich Albisrieden, for example, there was a special focus on making the building attractive for small businesses by maximising the flexibility of available space. The rental space for the JED project in Schlieren, on the other hand, is primarily aimed at innovative companies and so focuses on active community-building. By encouraging a diverse range of tenants, 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 2020, for example, the Company supported the continuation of a pilot project to establish 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 Board designed a comprehensive mobility concept aimed at reducing the environmental impact of commuter traffic. Further measures to complement public infrastructure are developed on a project-specific basis in collaboration with the authorities, tenants and local residents involved.

### **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 an 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 2020, Swiss Prime Site supported events such as the NZZ Real Estate Days, CE2 Day held by 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 contributions to a number of institutions in the Olten region, the Company also demonstrates its commitment to the area in which its head office is located. The group companies can directly pledge smaller charitable commitments.

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 addition to increasing the sense of responsibility towards the community, this initiative also fosters a sense of togetherness within the Company.

### **Innovation culture and partnerships**

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

#### **103-2**

#### **103-3**

#### Innovation culture

Innovation is one of the key values of Swiss Prime Site. The Company aims to offer its customers optimal added value through sustainable and innovative products and services. In each phase of the real estate life cycle, Swiss Prime Site relies on interdisciplinary knowledge sharing, as well as the creativity of employees at all levels.

Swiss Prime Site's innovation strategy is embedded in the corporate strategy, for which a central unit reporting to the CEO is responsible. A group-wide trend survey forms the basis for the innovation capacity of Swiss Prime Site. Early signals and market trends are systematically recorded and analysed by the Future Board and the Retail Board. In addition, Swiss Prime Site organises regular interdisciplinary workshops on megatrends and future-relevant issues. In 2020, these included logistics and the circular economy. The aim of the workshops is to develop specific ideas and establish innovative thinking in Swiss Prime Site's corporate culture.

**Innovation partnerships**

In addition to fostering a culture of innovation, partnerships with start-ups and research organisations are seen as very important. As part of the corporate ventures, Swiss Prime Site looks to develop innovative products and seeks out new scalable business models. 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 work with young companies to develop specific business ideas that can then be implemented within the operations of the Swiss Prime Site group companies. Since 2017, three or four Accelerator Workshops have been held each year and a total of around twenty projects that emerged have been 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. Studies associated with the «maaglive» project combine building densification with the creation of improved outdoor green space that is intended to ensure 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 counterproposal to high-tech real estate development. The solid construction design uses particularly thick external walls and a sensor-controlled ventilation system for the windows to ensure a pleasant indoor temperature between 22 and 26°C without using any heating in winter or mechanical cooling in summer. Building authorisation has been granted and construction is scheduled to begin in 2021.

**205 Anti-corruption**

**206 Anti-competitive behaviour**

**103-1 Management approach**

**103-2**

**103-3**

**Combating corruption**

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 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. 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 anonymously at any time.

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

**Competitive business activities**

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, employees involved in specific projects must sign an insider declaration, in which they are made expressly aware of criminal offences relating to insider information under 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 2020, training material on the Code of Conduct was issued to new managers at the Welcome Day. The material covered corruption and bribery and how to deal with conflicts of interest. In ad-

dition to the Code of Conduct, the General Employment Conditions (AAB) also include information on the topics of corruption and bribery. These are issued to all employees when they sign their employment contract.

**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 2020.

**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 overarching aims and obligations of the Company are set out in the group-wide environmental policy. The Company gathers detailed key figures on energy consumption and greenhouse gas emissions across the group and uses these as a basis for continuously improving its environmental performance. Swiss Prime Site is pursuing ambitious energy consumption and emission goals that go far beyond the goals of the Paris Agreement and contribute to the Federal Council's goal of achieving climate neutrality by 2050. Detailed information can be found in the section on the CO<sub>2</sub>-reduction pathway.

Swiss Prime Site Immobilien

At present, the operational focus is on improving the sustainability performance of the property portfolio as defined in the report on the CO<sub>2</sub> reduction pathway, first published in 2019. The resulting findings are incorporated into the different areas of the business (acquisition, portfolio and asset management and development & construction) and are operationalised through the property strategies and relevant processes (multi-year planning and budgeting).

Across all its operations, the company has made greater use of renewable energy 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,

two existing properties were connected to the district heating network and three new builds with renewable heat energy were put into operation. In a range of properties, Swiss Prime Site Immobilien also benefited from the increased ecological quality of district heating. Further connections to the district heating network are planned from 2022. In addition, the multi-year plans drafted in the reporting year to renovate the shells of buildings in the portfolio 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 additional photovoltaic systems could be installed. Four systems were already fitted in the reporting year. More projects will be completed in 2021. Furthermore, the company assessed all development projects to determine whether there was potential to install a photovoltaic system. The willingness of future tenants to purchase electricity generated on-site is also a factor in the investment decision. In some properties, the purchase of electricity produced on-site is stipulated in the rental contracts.

Continuous optimisation of heating, cooling, ventilation and lighting will significantly reduce both energy consumption and CO<sub>2</sub>-emissions of existing properties. Swiss Prime Site Immobilien gathers comprehensive energy consumption data to identify opportunities for optimisation. The company's EC/BO (Energy Control and Operational Optimisation) system is an online system that continuously records the energy consumption of 144 properties. This corresponds to 93% 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.

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. Swiss Prime Site Immobilien therefore focuses increasingly on promoting and tapping into climate-friendly mobility services. For example, the company has already carried out several projects to install and run electric charging stations. At the end of 2020, the property portfolio had 33 electric charging stations with 48 charging points.

Swiss Prime Site Solutions

As a service company, Swiss Prime Site Solutions follows the guidelines of their customer, the Swiss Prime Investment Foundation, when optimising energy consumption and reducing CO<sub>2</sub>

emissions. In the reporting year, the SPIF started developing a sustainability strategy. In this way the SPIF is also responding to the expectations of investors, who are now clearly attaching more importance to sustainability. As a first step, Swiss Prime Site Solutions was commissioned to implement an energy controlling system for the SPIF property portfolio. Similar to the Swiss Prime Site Immobilien portfolio, this will identify potential for optimisation across operations and implement measures over the next few years.

**Wincasa**

When it comes to energy and emissions, it is important to differentiate between the company's own energy consumption and emissions and potential in property portfolios managed for customers. Within the company, around 50% of CO<sub>2</sub> emissions are caused by its own employees' mobility. In the reporting year, the company's mobility plan was further developed and measures implemented to promote mobile working and non-motorised transport. The SBB Business Travel tool and an intermodal route planner were also introduced in the reporting year. In addition, at the headquarters in Zurich, the use of Mobility hire vehicles was tested and the option of booking available parking spaces via the streamnow app was set up.

In the managed property portfolio, Wincasa has worked for years with a dedicated consultancy team, advising on the issue of sustainability within construction and facility management. Property and environmental experts advise property owners and customers about their portfolio and properties. Central services at a portfolio level include: developing and implementing sustainability strategies for property portfolios, implementing energy management systems and managing energy controlling and operational optimisation mandates, supporting involvement in benchmark initiatives (e.g. GRESB), developing and operationalising CO<sub>2</sub> reduction strategies for property portfolios (CO<sub>2</sub> reduction pathway) and (structured) energy procurement.

At a property level, Wincasa supports owners with the certification of properties and the development and implementation of property strategies. Other key services include the planning and operation of photovoltaic systems with on-site consumption and electric charging stations or other energy-related operational optimisations. In the reporting year, Wincasa launched a new service relating to electric mobility. The service includes advising property owners on developing property-specific electric mobility concepts. As part of this, a separate position was created for electric mobility, responsible for supporting the projects and expanding the service.

As part of Swiss Prime Site, Wincasa plays an important role in monitoring the ecological footprint of the entire Swiss Prime Site Group. It collects data on energy and resource consumption each year and uses it to calculate the corresponding CO<sub>2</sub> emissions.

**Jelmoli**

As a tenant of retail and storage space, Jelmoli has limited influence over energy consumption and the associated CO<sub>2</sub> emissions. However, with Swiss Prime Site Immobilien as an owner, the company can count on energy improvements being actively driven as part of the CO<sub>2</sub> reduction pathway. The owner has a ten-year plan for the property on Bahnhofstrasse in Zurich. This includes improvements to the building shell and air conditioning systems. In addition to the retail floor spaces, storage facilities are also being continuously improved. In the reporting year, the lighting in the rental space of the goods storage facility in Otelfingen was switched to LED lighting. In 2021, the same upgrade will be carried out on Jelmoli's rental spaces.

Jelmoli is also endeavouring to reduce the CO<sub>2</sub> emissions of their logistics operations, specifically for the last mile of B2B and B2C deliveries. To achieve this goal, in 2020 Jelmoli started using a truck powered by natural gas. In 2021, the company will also renew its delivery fleet by replacing worn-out vehicles. An analysis was therefore carried out in the reporting year to assess whether electric or fuel cell vehicles should be used. A definitive decision has not yet been made. Furthermore, all of Jelmoli's logistics partners must now guarantee that their deliveries are emissions-free or that they make appropriate compensation payments.

**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**

**305-3 Other indirect (Scope 3) GHG emissions**

**305-4 GHG emissions intensity**

**305-5 Reduction of GHG emissions**

See key environmental metrics and the CO<sub>2</sub> accounting concept

**303 Water, effluents and waste**

**306**

**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 sustainability goals. For 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. 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 hard copy documents are used. Wherever possible, waste products are recycled.

Swiss Prime Site Immobilien

To reduce the quantity of water consumed, Swiss Prime Site Immobilien measures the water use of each property and installs water-saving taps and efficient devices in all common areas. For rental spaces, it is only possible to formulate recommendations. The development & construction teams have standards governing irrigation systems and rain and grey water usage, particularly for major renovation or new build projects. These are based on the standards issued by the certification organisation SNBS (the Swiss Sustainable Building Network). Operating buildings and producing construction material both use a lot of water. Swiss Prime Site Immobilien therefore intends to encourage producers and suppliers to take more responsibility for this by including appropriate requirements in contracts.

As a member of the board of directors of Madaster Switzerland, Swiss Prime Site Immobilien is committed to increasing the efficient use of resources and a gradual transition to a circular economy. Circular elements have already been implemented in several new build and full renovation projects, so that as much as possible of the material used in construction can be recycled. To improve understanding of a circular economy, in the reporting year Swiss Prime Site Immobilien, together with representatives of other group companies, took part in an innovation workshop on the

subject of the circular economy and developed specific solutions to gradually increase circularity. This included thinking about how construction and demolition rubble is handled. To standardise the approach across the company, in 2020 Swiss Prime Site Immobilien developed specific standards for new build and renovation projects. Detailed information is available on the company website.

Swiss Prime Site Solutions

In the reporting year, Swiss Prime Site Solutions helped the SPIF to develop a sustainability strategy in which the central topic was the optimisation of resource use. The strategy is scheduled to be operationalised from 2021.

Wincasa

As Wincasa manages properties as a service provider on behalf of the owners, the company only has limited influence on resource use. However, Wincasa seeks where possible to raise the awareness of both owners and tenants and reduce both water use and waste production. For instance, the company launched a campaign to install water-saving shower heads, with the goal of saving both water and energy. As at the middle of 2020, more than 10000 aerated shower heads had been installed in around 100 properties. This is estimated to save around 73 million litres of water and around 1.8 million kWh per year (550 tCO<sub>2</sub>).

Jelmoli

Reducing waste or the optimal recycling of waste is a key priority for Jelmoli. For example, the company has a successful concept for reducing food waste in their food segment. The company's own restaurants use food from the FOOD MARKET that is still fresh but no longer looks perfect enough to be sold. This not only helps to reduce the amount of food thrown away, it 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.

Under the 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 more sustainable paper bags in 2019. And in the online shop, packaging material was selected based on sustainability criteria and produced entirely in Switzerland. Online shop customers can also choose whether they agree to goods being sent in used packaging boxes. All other packaging material has ecological labels and the majority of it is produced in Europe.

**303-5 Water use**

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

See key environmental metrics.

**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 the reporting year, CHF 0.55 million was spent on cleaning up contaminated sites as part of construction work.

Swiss Prime Site Solutions

The same approach applies at Swiss Prime Site Solutions. In 2020, the company disposed of all hazardous land waste at the Neugstadig new build project in Liestal. The site could then be removed from the register of contaminated sites.

**Environmental key performance indicators<sup>1</sup>**

**Swiss Prime Site real estate portfolio**

	Unit	2019	2020
Properties	number	164	159
Usable floor space	m <sup>2</sup>	1 522 650	1 549 743
Total energy consumption	MWh	208 874	199 728
Share renewable	MWh	95 080	90 541
Share non-renewable	MWh	113 794	109 187
Electricity	MWh	84 495	78 988
Share renewable (hydro)	MWh	66 482	62 641
Share non-renewable (standard Swiss consumer mix)	MWh	18 013	16 347
Heating energy	MWh	124 379	120 740
Heating oil	MWh	6 875	5 538
Natural gas	MWh	70 898	68 626
District heating	MWh	46 318	46 288
Share renewable	MWh	28 310	27 612
Share non-renewable	MWh	18 008	18 676
Wood chips	MWh	288	288
Total energy intensity <sup>2</sup>	kWh/m <sup>2</sup>	163.8	158.4
Electricity intensity <sup>3</sup>	kWh/m <sup>2</sup>	75.5	74.4
Heating energy intensity <sup>4</sup>	kWh/m <sup>2</sup>	90.4	86.6
Total CO <sub>2</sub> emissions <sup>5</sup>	tCO <sub>2</sub> e	25 361	24 041
Scope 1 emissions	tCO <sub>2</sub> e	14 733	13 029
Scope 2 emissions	tCO <sub>2</sub> e	4 016	4 260
Scope 3 emissions	tCO <sub>2</sub> e	6 612	6 752
CO <sub>2</sub> intensity <sup>6</sup>	kgCO <sub>2</sub> e/m <sup>2</sup>	21.4	19.9
Total water use	m <sup>3</sup>	855 734	618 056

<sup>1</sup> For explanations of the accounting concept, see pp. 96–98.

<sup>2</sup> Energy consumption (electricity and heating energy) is measured at meter level and allocated to different types of floor space for balancing purposes. The individual areas do not add up to the total usable floor space. This applies accordingly to the electricity intensity, the heat intensity and the CO<sub>2</sub> intensity. The energy intensity refers to an area of 1 261 188 m<sup>2</sup>.

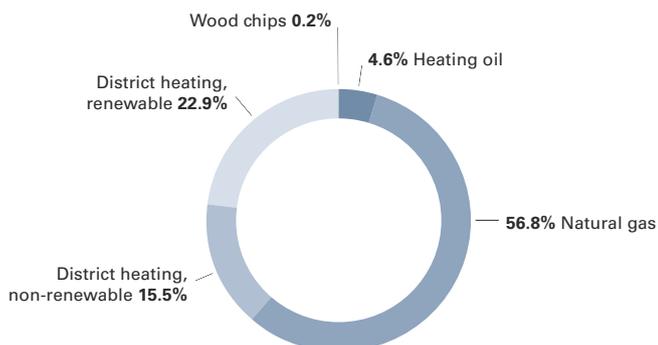
<sup>3</sup> The electricity intensity refers to an area of 1 061 839 m<sup>2</sup>.

<sup>4</sup> The heat intensity refers to an area of 1 393 840 m<sup>2</sup>.

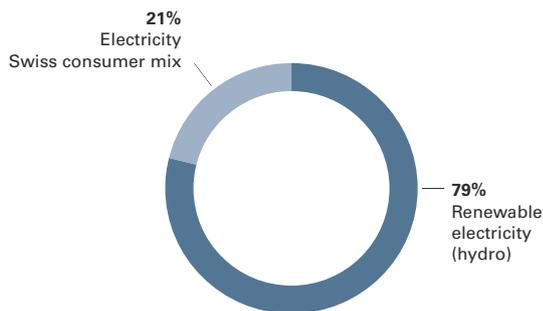
<sup>5</sup> CO<sub>2</sub> emissions are reported separately for the real estate and services segments, as emissions from the services segment (see pp. 69–70) are negligible compared with the emissions from the property portfolio (8.8% of total emissions in the reporting year).

<sup>6</sup> The CO<sub>2</sub> intensity refers to an area of 1 208 088 m<sup>2</sup>.

**Breakdown by heating energy source**

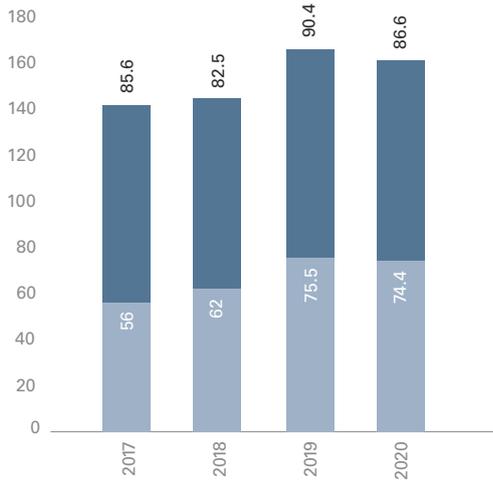


**Breakdown by electricity source**



**Overall portfolio energy intensity  
(including some services in properties of the  
Swiss Prime Site portfolio)<sup>1,2</sup>**

kWh/m<sup>2</sup>



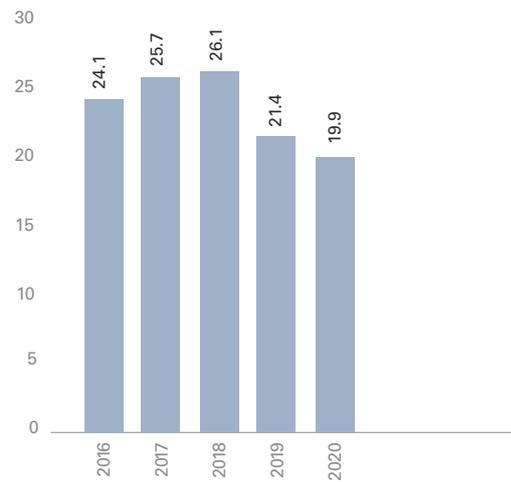
■ Electricity ■ Heating

<sup>1</sup> Since 2019, heating consumption has no longer been adjusted based on heating degree days. Total energy consumption relates to the total area of the properties (see accounting concept, p. 96–98).

<sup>2</sup> Since 2019, the total energy consumption has been recorded based on the usage of specific areas (total area, common area and tenant area) (see accounting concept, p. 96–98).

**Overall portfolio CO<sub>2</sub> intensity  
(including some services in properties of the  
Swiss Prime Site portfolio)<sup>1,2</sup>**

kg CO<sub>2</sub>e/m<sup>2</sup>

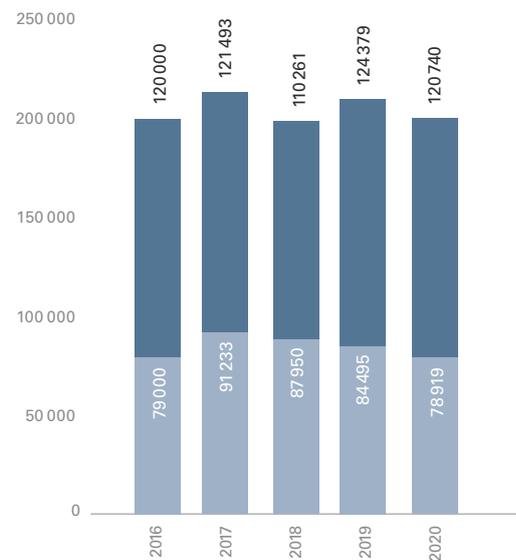


<sup>1</sup> Since 2019, heating consumption has no longer been adjusted based on heating degree days. Total energy consumption relates to the total area of the properties (see accounting concept, p. 96–98).

<sup>2</sup> Since 2019, the total energy consumption has been recorded based on the usage of specific areas (total area, common area and tenant area) (see accounting concept, p. 96–98).

**Total energy demand<sup>1</sup>**

MWh



■ Electricity ■ Heat

<sup>1</sup> The total energy consumption of the group companies in the floor areas of the Swiss Prime Site property portfolio has been included since 2019.

**Operational CO<sub>2</sub> emissions Swiss Prime Site<sup>1,2</sup>**

	Unit	2019	2020
Total CO <sub>2</sub> emissions	tCO <sub>2</sub> e	140	76
Scope 1 emissions	tCO <sub>2</sub> e	0	0
Scope 2 emissions	tCO <sub>2</sub> e	0	0
Scope 3 emissions <sup>3</sup>	tCO <sub>2</sub> e	140	76

<sup>1</sup>The data covers Swiss Prime Site Management AG as well as the group companies Swiss Prime Site Immobilien and Swiss Prime Site Solutions.

<sup>2</sup>As the companies included do not lease any space from third-party providers, no operational energy consumption is incurred that has not already been allocated to the property portfolio (see p. 67) in accordance with the accounting concept. For further explanations of the accounting concept, see pp. 96–98.

<sup>3</sup>Scope 3 emissions include CO<sub>2</sub>e emissions from commuting and business travel as well as the consumption of office materials such as printed materials, electronic equipment, waste, water, paper consumption, toner and catering.

**Operational resource consumption Wincasa<sup>1</sup>**

	Unit	2019	2020
Usable floor space	m <sup>2</sup>	22 769	22 769
Operational energy consumption	MWh	3 397	2 306
Share renewable	MWh	1 198	865
Share non-renewable	MWh	2 199	1 441
Electricity	MWh	1 376	936
Share renewable	MWh	1 039	718
Share non-renewable	MWh	337	218
Heating energy	MWh	2 021	1 370
Heating oil	MWh	9	6
Natural gas	MWh	1 525	916
District heating	MWh	488	448
Share renewable	MWh	160	147
Share non-renewable	MWh	328	302
Energy intensity	kWh/m <sup>2</sup>	0.1	0.1
CO <sub>2</sub> emissions	tCO <sub>2</sub> e	2 386	1 717
Scope 1 emissions	tCO <sub>2</sub> e	336	201
Scope 2 emissions	tCO <sub>2</sub> e	107	81
Scope 3 emissions <sup>2</sup>	tCO <sub>2</sub> e	1 943	1 436
Water use	m <sup>3</sup>	17 912	12 414

<sup>1</sup>The energy consumption reported is generated on leased space from third-party suppliers. For explanations of the accounting concept, see pp. 96–98.

<sup>2</sup>Scope 3 emissions include CO<sub>2</sub>e emissions from commuting and business travel as well as the consumption of office materials such as printed materials, electronic equipment, waste, water, paper consumption, toner and catering.

**Operational CO<sub>2</sub> emissions Jelvoli<sup>1</sup>**

	Unit	2019	2020
CO <sub>2</sub> emissions	tCO <sub>2</sub> e	869	533
Scope 1 emissions	tCO <sub>2</sub> e	0	0
Scope 2 emissions	tCO <sub>2</sub> e	0	0
Scope 3 emissions <sup>2</sup>	tCO <sub>2</sub> e	869	533

<sup>1</sup> As the company does not lease any space from third-party providers, no operational energy consumption is incurred that has not already been allocated to the property portfolio (see p. 67) in accordance with the accounting concept. For further explanations of the accounting concept, see pp. 96–98.

<sup>2</sup> Scope 3 emissions include CO<sub>2</sub>e emissions from commuting and business travel as well as the consumption of office materials such as printed materials, electronic equipment, waste, water, paper consumption, toner and catering.

**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 Swiss Prime Site depends on how effectively the Company can recruit and retain qualified employees, foster the development of their skills, assign responsibility to them and encourage their commitment to their day-to-day duties and the objectives they share with their colleagues.

Since it is becoming increasingly challenging to recruit qualified, ambitious employees, 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 and conditions. Industry-specific contractual employment terms are based on labour law and the corresponding statutory time periods. Swiss Prime Site grants its employees as much autonomy as possible when it comes to working hours and place of performance. This is on the condition that data protection and confidentiality requirements and reaction time to customers and other stakeholders are ensured at all times. Part-time employment and job sharing are possible at all levels.

There may be occasional fluctuations in workload depending on the role and the market environment in which the group company is operating. Here too, work is assigned within the framework of statutory requirements, so maximum working hours and break times are always ensured. Overtime may be reduced in consultation with line managers.

Employee surveys are carried out regularly to check that the management approach is effective. However, a survey was not conducted in the reporting year. The next survey is scheduled for 2021.

Swiss Prime Site Immobilien

There were changes in personnel announced in the reporting year at Swiss Prime Site Immobilien. As of 1 January 2021, Dr Martin Kaleja assumes the post of CEO, taking over from Peter Lehmann. He also represents Swiss Prime Site Immobilien on the Swiss Prime Site Executive Board.

Swiss Prime Site Solutions

In the reporting year, Swiss Prime Site Solutions further professionalised the organisation and filled the new role of Chief Investment Officer (CIO), who will be responsible for the property portfolio and development projects of Swiss Prime Investment

Foundation. In addition, the role of Chief Financial Officer (CFO) was advertised and will be filled in 2021. Further positions in sales and investor relations are planned. From 2021, the CEO of Swiss Prime Site Solutions will also be represented on the Swiss Prime Site Executive Board. As of 1 January 2021, employees of immov-eris will be taken on as part of the merger with the group company Swiss Prime Site Solutions.

Wincasa

In the reporting year, there was a particular focus on the implementation of measures derived from the results of the satisfaction survey conducted in 2019. The goal was to embed the culture of trust and feedback more deeply in the company, as part of the #weworksmart initiative. One example of this was a management meeting focusing on improving the work culture with regard to mobile working.

Enabling employees to participate in the digital and mobile workplace was also a key issue. As part of the move to the new headquarters in Zurich Albisrieden, a professional change management team supported the introduction of a new workplace concept that promotes flexible working hours and locations. Wincasa showcased the modern workplace in the YOND building both via the intranet and on social networks including LinkedIn and Xing. Employees were also able to share their own experiences with each other. Furthermore, Wincasa expanded their training and development with courses on the topics of «Mobile collaboration culture», «Leadership in a virtual environment» and «Self-management».

Jelmoli

In the reporting year, Jelmoli made further efforts to drive forward the digitalisation of the company. As part of «Project 2025» and the planned introduction of the new ERP system, a new IT system landscape will be created to achieve cross-divisional optimisation and efficiency improvements. At the same time, employees were recruited to be trained as «transformation agents» who will facilitate this process with a goal-oriented, efficient approach. There was also a change in senior management at Jelmoli in the reporting year. The new CEO, Nina Müller, increases the proportion of women on the Executive Board at Jelmoli to 25%.

**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 group companies regularly assess which measures could be implemented to lower the employee turnover rate. High rates of employee turnover are a particular challenge for Wincasa and Jelmoli. At Jelmoli, reducing employee turnover has been part of sales managers' agreed targets since 2016.

Changes to organisational structures are planned and carried out with a significant sense of responsibility and duty of care and an awareness of individual employees' situations. Fixed-term contracts are used on the trainee programme or, in rare cases, as a temporary solution if there is an unexpected reduction or shortage in personnel. In the reporting year, six trainees were employed in different areas across Swiss Prime Site. As part of the trainee programme, they rotate every six months between Swiss Prime Site Immobilien, Swiss Prime Site Solutions and Wincasa. At Jelmoli, eight fixed-term employees helped out during the pre-Christmas period. All other fixed-term contracts will be transferred into permanent contracts where possible.

For more details, see the sections on employee figures and the key figures of the group companies.

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

With its attractive salary models and benefits, Swiss Prime Site offers favourable conditions of employment. All employees, whether employed on a full-time or part-time basis, receive benefits over and above the statutory minimum. 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, company celebration days and in some cases additional holiday over Christmas. Daily sickness allowance insurance is also provided.

There are currently no official childcare benefits available. However, in the event of private emergencies, it may be possible to agree a solution with the individual employee, for example where there are caring responsibilities. Mobile working and flexible working hours also help to make situations easier for employees.

In accordance with the General Employment Conditions (AAB), all employees have the right to unpaid leave where business allows and subject to the employer's needs. The relevant terms are set out in individual agreements. The group companies also grant additional paid leave for occasions such as weddings, moving house, statutory care services or bereavement:

- 1–3 days in case of the death of a family member, care services required by law, but also for weddings or registering a partnership, moving house or duties connected to military and community service.
- Maternity leave at Swiss Prime Site is 16 weeks, and 14 weeks at Jelmoli. Wincasa grants all female employees six months' maternity leave upon request. In the first to the end of the fourth year of service, Wincasa will pay the employee's full

salary for 16 weeks. Employees with more than 4 years of service will receive their full salary for 6 months. Holiday entitlement is not reduced during this period. For the remainder of the maternity leave period, holiday entitlement is reduced by one twelfth (1/12) for each full month of absence. If the reduction cannot be deducted from the holiday balance, it will be settled through payroll.

- From 2021, paternity leave is 10 days across the Group.

Short absences such as doctor's or dentist's appointments or meetings with authorities should be made outside working hours or during non-core hours. Some medically prescribed treatments are counted as work time.

The Swiss Prime Site Group offers its employees an external point of contact for help and support with private issues. In the event of a temporary predicament relating to childcare or care for relatives, employees can make use of up to three days of special leave. Operational requirements apply here to both full-time and part-time employees.

After every ten years of service, Swiss Prime Site employees receive a one-off payment equivalent to one month's (gross fixed) salary. Alternatively, employees can agree with their line manager to take a sabbatical of four consecutive weeks within 24 months of their application being approved.

In the reporting year, for the second time, Wincasa offered its employees the option of buying additional holiday leave. This was taken up by a total of 41 employees. In 2019, the offer had been taken up by 112 employees. This year's lower number is due to the travel restrictions in the reporting year.

**403 Occupational health and safety**

**103-1 Management approach**

**103-2**

**103-3**

Swiss Prime Site Group

Swiss Prime Site places significant value on employees' health and their safety at work, as individual skills are very hard to replace, particularly in small teams. The rules and regulations customary in the industry are substantiated and supplemented by internal regulations.

All workplaces at Swiss Prime Site are designed to be as ergonomic as possible. Employees who wish to do so can get free flu vaccinations or claim discounts for gym subscriptions. Regular evacuations are also practised to increase awareness of safety in the workplace.

Should employees have any grievances about safety at work or a breach of personal integrity, they can seek advice from internal bodies or contact the anonymous integrity line. All staff can also avail themselves of the services of AXA Care Management if they fall ill. 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 in place are adequate.

In the reporting year, safeguarding employees' health became even more of a priority due to the COVID-19 pandemic. Even before the lockdown took effect, the Swiss Prime Site Group formed a task force comprising key personnel from all group companies as well as from the Human Resources, Risk Management, Legal and Communication departments. The task force enabled timely discussions and resolutions on measures that focused on the wellbeing of employees and customers.

#### Swiss Prime Site Immobilien

In the reporting year, additional checks were required due to COVID-19, particularly on construction sites. Working with construction service providers, these were implemented quickly and in line with the guidelines issued by the Swiss Federal Office of Public Health. No complaints were made in the course of the checks carried out by the authorities.

#### Wincasa

Wincasa bases its approach on the guidelines issued by the Federal Coordination Commission for Occupational Safety (FCOS) and aims for an absence rate of under 3%. As part of achieving this goal and optimising absence management, the company offered training to all managers on internal processes, the role of management and the preventive aspects of health-focused leadership. Employees can also access a range of online courses, videos and articles as part of the internal #weworksmart initiative on topics such as occupational health and safety and self-management. Employees also receive regular information about health campaigns such as bike2work and the current preferential conditions at fitness centres located nearby.

#### 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. In addition to specific statutory requirements relating to health and safety at work as part of facility management, the Human Resources department has a standardised absence and case management process as part of promoting health at work; this ensures that line managers can identify early on any employ-

ees who may be impacted and take preventive action. Jelmoli also offers free annual flu vaccinations and contributes towards the costs of fitness centre services.

#### **403-9 Work-related injuries**

#### **403-10 Work-related illnesses**

See employee figures.

#### **404 Training and development**

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

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

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

Employee training and development is fundamental to Swiss Prime Site's strategic development and the strength of its employer brand. The constantly changing workplace requires a wide range of training and development products. Swiss Prime Site therefore invests heavily in the systematic development of its employees. To encourage emerging talent, the individual group companies (mainly Wincasa and Jelmoli) provide apprenticeship positions and support talent with specific programmes and career planning tools.

The employer identifies and provides employee training and development programmes that derive from the corporate objectives and reflect both the demand for existing skills and those needed in the future. In doing so, Swiss Prime Site always takes into account employees' personal goals. Annual appraisals and meetings about targets help the Company to ensure that the training content is appropriate for individual employees' needs and their roles. Costs for individual training are covered proportionately and agreed on a case-by-case basis, as is any time required. The Human Resources department and line managers are responsible for training and development.

Internal courses are evaluated to check the quality of the training and development provided. Feedback is normally gathered and evaluated by the course directors immediately after each course. Instructors receive feedback and are contacted if the concept needs to be adjusted or improved. Reasonable requests for improvement and suggestions made by participants are implemented as quickly as possible. Swiss Prime Site also reviews external courses using ongoing feedback and discussions with course participants.

**Swiss Prime Site Immobilien**

In the reporting year, in addition to the ongoing programme for managers, Swiss Prime Site Immobilien offered seminars on negotiation, courses on the Swiss sustainable building standard (SNBS) and individual training. Individual training from LinkedIn Learning is always available to all employees.

**Wincasa**

After moving into its modern premises at the new headquarters in Zurich, the company opened the newly created Wincasa Studio – an important interface for winning and developing talent. As part of this internal training centre, the training and development products were designed so that the elements essential to the successful management of the transformation phase – technology, leadership, culture and self-management – are all connected. Employees can use the learning management system to find out about the current programme, sign themselves up for courses and use their LinkedIn Learning license to suit their needs.

Individual areas also benefited from bespoke programmes in the reporting year. For example, the Management, Transformation, IT & Corporate Finance departments conducted successful specific training on handling change. In addition, the monthly Welcome Day was designed to be a key element of onboarding and a way of providing new employees with comprehensive information about the Wincasa organisation, the transformation journey, the culture and the mobile use of resources. Wincasa aims to increase the number of annual training hours available to a minimum of eight hours per FTE.

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

See key figures of the 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 managers. Swiss Prime Site also organises an annual Management Day 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 offer the opportunity 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. Emerging training needs are met in line with the situation. To help with this, all employees have access to the LinkedIn Learning platform that offers individual learning in multiple languages and on a range of topics, available at any time and from any location.

**Swiss Prime Site Solutions**

Swiss Prime Site Solutions supports their employees’ training objectives with the aim of further improving the quality of service. In the reporting year, measures focused particularly on specialist and management skills as well as language skills, with individual interests taken into consideration. Swiss Prime Site Solutions supports employees’ participation in external training courses at universities and technical colleges.

**Wincasa**

The opening of the Wincasa Studio in October 2020 now enables Wincasa to offer a modern training centre. In addition to subject-specific, technology and leadership courses, it also offers training on management that reflects the specifics of real estate management in the future. This ties digital procedures in with analogue workflows in property management. Specialists of the future will be trained in a model apartment on how to manage digital rental applications and physical apartment handovers and manage digital customer support. Face-to-face training will be increasingly replaced by blended and e-learning. In the reporting year, Wincasa increased the number of digital courses from 21 to 89, while internal face-to-face courses fell by more than 50%, partly because of the COVID-19 pandemic.

**Jelmoli**

At Jelmoli, the focus in the reporting year was on establishing digital expertise as well as on the role of expert host, with a number of seminars conducted in collaboration with the Belvoirpark hotel management school in Zurich.

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

At Swiss Prime Site, individual training and development goals are defined for all employees (100%) as part of annual appraisals.

**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 employees 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 and implemented in accordance with statutory requirements. Appropriate measures are being taken where necessary. 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). In addition, when recruiting for open positions, mobility between group companies is also facilitated.

Overall responsibility for ensuring a fair working environment rests with the Executive Board and senior Human Resources personnel. However, Swiss Prime Site places great importance on all employees recognising their own responsibility for this goal being achieved.

Swiss Prime Site does not consider that further specific measures are currently required, as the existing recruitment, salary, nomination and bonus processes are sufficient to ensure equality of opportunity and diversity. Should employees have a grievance or wish to report an irregularity, they can make an anonymous call to the integrity line. They can also direct grievances to their line manager or the Human Resources department.

Wincasa

The regional and structural salary adjustments, based on the 2019 salary analysis, were implemented as part of the 2020 wage round. In the reporting year, Wincasa reviewed the level of equal pay between men and woman using the Swiss federal government's Logib tool and found a small variation compared to the prescribed 5% gap limit. However, this variation can be explained due to differences in qualifications and professional experience. Nevertheless, new measures were implemented in the reporting year to bring salaries in line with the federal government's requirements.

Wincasa is keen to increase the proportion of women in leadership positions. To facilitate this, Wincasa recruits based on qualifications and suitability, regardless of gender. The gender split on the Executive Board is already 50:50.

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

See employee figures.

**406 Non-discrimination**

**103-1 Management approach**

**103-2**

**103-3**

Open and respectful interactions are fundamental to successful collaboration, both within the Company and with third parties. At Swiss Prime Site, the principle of non-discrimination is established 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 group-wide General Employment Conditions (AAB) 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**

Swiss Prime Site did not identify any cases of discrimination across the group in 2020.

**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 of the United Nations (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 construction service providers and their subcontractors. Before construction commences, an accident prevention safety concept (for example, in accordance with OHSAS 18001) must be drawn up, which Swiss Prime Site Immobilien must approve. No complaints regarding infringements of statutory requirements were recorded at any Swiss Prime Site Immobilien construction sites in the reporting year.

The origin of all materials used in a project, especially critical products such as carpets, natural stone and premium wood panelling, must be certified, and Swiss Prime Site Immobilien takes steps to ensure that all construction materials are produced in accordance with human rights conventions and its Code of Conduct. In signing an agreement, suppliers are obligated to procure raw materials and resources that have been made locally where possible. Suppliers are compelled to show that products that cannot be sourced in Switzerland have appropriate certification. In addition, they must show that there is no unethical behaviour such as child labour anywhere in the production and procurement chain.

Wincasa

Wincasa sets store by working with business partners and suppliers who share its values, including current sustainability criteria. In individual cases, the application of these sustainability criteria depends on owners' needs and requirements. If requested, appropriate clauses on social or environmental terms can be added to the standard contract. Unless additional requirements are stipulated by the owner, Wincasa works within the limits required by law.

Since 2019, Wincasa has been using a quality management system for technical and skilled manual work where some suppliers (such as painters, flooring contractors, lift engineers) require certifications for quality management (ISO 9001), environmental management (ISO 14000) and occupational health and safety (OHSAS 18001). Depending on the activity, there are also specific certifications for fire safety, lift systems and refrigeration systems. These requirements are also applied to procurement in construction management.

Jelmoli

Jelmoli's food procurement policies are primarily focused on environmental considerations, while its purchases of textiles and household products 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 direct contact with both suppliers and their manufacturers based in Europe. A system to standardise and simplify purchasing negotiations and factor in sustainability and ethical considerations was introduced in 2019. All suppliers are now routinely questioned on their partnerships with NGOs and their sustainability and codes of ethics. Jelmoli regularly gathers data about which labels are used by the individual brands, such as «Fair Trade» or «FSC». In the reporting year, Jelmoli also joined the amfori BSCI/BEPI initiative. This commits Jelmoli to complying with the amfori Code of Conduct, which is based on international conventions and lays down certain environmental and social standards which themselves are based on the conventions of the International Labor Organization (ILO), the Universal Declaration of Human Rights of the United Nations, the UN Global Compact and the OECD guidelines. Joining the initiative also commits Jelmoli to involving suppliers in the amfori BSCI process and conducting regular progress checks. Suppliers are then audited accordingly.

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

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

At Wincasa, around 10% of suppliers are assessed based on social and environmental criteria in centrally managed framework agreements. The new quality management system can help raise this quota to over 50% of suppliers. The quality management system will be redesigned due to the new data protection regulations and, if possible, included in the new ERP system. Relevant measures with external partners will also be reviewed. 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

For Swiss Prime Site, the individual needs, safety and wellbeing of our customers are a top priority. All statutory requirements and checks by the relevant authorities and governing bodies (including the occupational health & safety inspectorate, the fire safety inspectorate, SUVA, etc.) are complied with.

In connection with the COVID-19 pandemic, a crisis committee was formed of members from all group companies to provide advice on the necessary hygiene and safety measures and any organisational adjustments needed to protect customers and employees. Communication about measures adopted was conducted centrally and tailored to its recipients.

Swiss Prime Site Immobilien

Swiss Prime Site Immobilien and Swiss Prime Site Solutions adhere strictly to all building regulations and requirements, health and safety directives and guidelines on barrier-free building design. Where relevant, the criteria for the various types of building certification are also observed. The group companies also ensure in their contracts for services that no hazardous construction materials are used.

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. In doing so, Wincasa always factors in tenant-specific requirements. In some properties, for example, there are stricter requirements relating to entry controls, or technically redundant systems for telecommunication or energy supply (such as emergency power generators).

Safety also includes protecting tenants and users from natural and environmental risks. These are assessed by region and property and covered by appropriate insurance policies. Existing properties are regularly checked for their level of protection against earthquakes. Due to the consequences of climate change, Swiss Prime Site Immobilien also considers it necessary to adapt building shells and building technologies to more extreme weather and climate conditions. When purchasing properties, the company assesses their environmental risks as part of its due diligence process.

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 conducting 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 and use of chemicals).

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 safety at Jelmoli does not rest solely with its six internally trained paramedics 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, during which the quality of individual products is also checked. Jelmoli also carries out their 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**

Swiss Prime Site Immobilien

In 2020, authorities conducted checks on several construction sites in connection with the safety measures introduced by the Swiss Federal Office of Public Health. No complaints were raised as a result of the checks.

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 systematic checks performed on large centres and spot checks on smaller centres.

Jelmoli

Four 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. The responsibility for providing communication tailored to its audience lies with the group companies in question.

Swiss Prime Site Solutions

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

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. Correct labelling is regularly checked as part of checks by local authorities.

**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 product-specific 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.

**CRE8 Product and service labelling**

Swiss Prime Site Immobilien

To satisfy the demand for energy-efficient, environmentally sound real estate and achieve the ambitious reduction goals (see the Reduction Pathway section), Swiss Prime Site Immobilien applies the comprehensive set of criteria in the Swiss sustainable building standard (SNBS) to all projects. In addition, the company assesses each property individually to establish which label it is appropriate to aim for.

At the end of 2020, nine properties had a sustainability label, corresponding to around 14% of the space in the portfolio. Properties certified to Minergie®, LEED or DGNB standards include the headquarters of the Swiss Post (EspacePost) and the Schönburg project in Berne completed in 2020, the Prime Tower and the Platform, the SkyKey property, the Medienpark in Zurich, the Opus 1 and Opus 2 buildings in Zug and the Riantbosson Centre in Meyrin. For the largest development project in Geneva, Alto Pont Rouge, the company adhered to SNBS requirements and is hoping to receive certification after completion by 2023.

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

All group companies also strive to offer products and services with specific social or 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 invests in a variety of property uses and promotes urban living. This may include, for example, properties for student living or in the educational sector.

Wincasa 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. Many brands are working to expand the sustainability of their product range, so Purchasing also has the task of re-structuring their selection of sustainable brands.

**418 Customer privacy**  
**103-1 Management approach**  
**103-2**  
**103-3**

**Swiss Prime Site Group**

All group companies of Swiss Prime Site capture personal and confidential data of tenants and customers as part of their business activities. Swiss Prime Site is extremely vigilant in protecting this data and is very aware of the increasing challenges in this area. Data protection encompasses all organisational and technical measures required to prevent data from being lost, falsified or accessed without proper authorisation. As part of their information security and data protection concept, the Company defines how security and protection in these two areas can be maintained and continuously improved.

In the General Employment Conditions (AAB), Swiss Prime Site explicitly commits to data protection and the confidentiality of its employees' personal data. The Company has a personnel 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 view their personnel file and to request corrections to any errors in their personal data. Violations of data security can be reported to the integrity line at any time.

All group companies check all data processing procedures to see whether they fall within the scope of the European General Data Protection Regulation (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**

In 2020, Wincasa made further investments in information security and implemented a range of measures. One of these measures was the introduction of two-factor authentication to counteract the increased risks connected to mobile working. Monitoring of information security incidents was also significantly increased and the reaction time improved by working with an external «Security Operations Centre» (SOC). An analysis of current procedures conducted as a result of this measure showed that Wincasa has a highly secure network. The introduction of an «Identity & Access Management» (IAM) system centralised both authorisations and access to applications, functions and data. In the reporting year, Wincasa also transferred their server infrastructure to two modern, security-certified data centres in Zurich.

To further increase all employees' awareness of cyber risks, regular phishing tests are carried out. New employees also complete specific training on information security. The Chief Information and Security Officer (CISO) issues regular communications via the intranet about the latest risks.

**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 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 Company’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.

Swiss Prime Site has a notification system for whistleblowing and for handling 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.

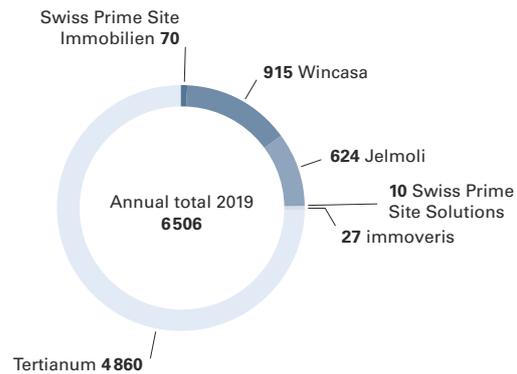
For more information on compliance issues, please see GRI 205, 206, 406, 416, 417, 418.

**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 requirements were identified in 2020.

**Employee figures  
Employees by group company**



**Swiss Prime Site Group**

	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
<b>Employees<sup>1,2</sup></b>	1 494	4 284	5 778	1 556	4 324	5 880	635	994	1 629
Trainees	149	394	543	186	440	626	41	58	99
Apprentices	115	279	394	159	373	532	37	47	84
Interns	34	115	149	27	67	94	4	11	15
<b>Total</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>676</b>	<b>1 052</b>	<b>1 728</b>
<b>Full time/part time<sup>1,2</sup></b>									
Full time	1 218	1 839	3 057	1 398	2 007	3 405	579	589	1 168
Part time < 50%	122	586	708	59	490	549	23	127	150
Part time 50%–79%	87	994	1 081	89	962	1 051	24	166	190
Part time 80%–99%	216	1 259	1 475	196	1 305	1 501	50	170	220
<b>Total</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>676</b>	<b>1 052</b>	<b>1 728</b>
<b>Age distribution<sup>1,2</sup></b>									
Employees < 25 years	302	901	1 203	278	795	1 073	93	182	275
Employees 25–35 years	353	957	1 310	450	1 143	1 593	222	374	596
Employees 36–45 years	348	843	1 191	386	913	1 299	159	210	369
Employees 46–55 years	400	1 229	1 629	400	1 137	1 537	117	160	277
Employees > 55 years	240	748	988	228	776	1 004	85	126	211
<b>Total</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>676</b>	<b>1 052</b>	<b>1 728</b>
<b>Fixed term/permanent<sup>1,2</sup></b>									
Permanent staff	1 494	4 284	5 778	1 556	4 324	5 880	635	994	1 629
Members of the Executive Board <sup>3</sup>	25	12	37	18	8	26	16	6	22
Trainees	149	394	543	186	440	626	41	58	99
Supernumerary staff	17	40	57	0	30	30	0	8	8
Janitors	15	17	32	5	7	12	6	8	14
Other temporary staff	n.a.	n.a.	n.a.	10	11	21	2	2	4
<b>Total</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>	<b>684</b>	<b>1 070</b>	<b>1 754</b>

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

<sup>2</sup> Year-end headcount, including janitors, supernumerary and other temporary staff.

<sup>3</sup> The five members of the Group Executive Board are not included.

**Key occupational health and safety indicators**

Rates in %	2018			2019			2020		
	Accident	Illness	Absen- tee	Accident	Illness	Absen- tee	Accident	Illness	Absen- tee
Swiss Prime Site Immobilien	n.a.	n.a.	0.9	0	1.3	1.4	0.0	1.5	1.6
Swiss Prime Site Solutions	n.a.	n.a.	0.3	0	0.6	0.6	0.0	2.5	2.5
Wincasa	n.a.	n.a.	2.8	0.3	3.4	3.7	0.2	2.6	2.8
Jelmoli	n.a.	n.a.	4.5	0.4	2.8	3.2	0.5	3.2	3.6
Tertianum <sup>1</sup>	n.a.	n.a.	5.7	0.9	5.2	6.1	–	–	–

**Staff fluctuation rate by group company**

Rates in %	2018	2019	2020
Swiss Prime Site Immobilien	8.3	6.4	16.3
Swiss Prime Site Solutions	0	12.1	15.4
Wincasa	21.5	24.1	27.3
Jelmoli	28.4	26.3	19.3
Tertianum <sup>1</sup>	26.6	28.0	–
<b>Group average</b>	<b>25.9</b>	<b>26.9</b>	<b>23.9</b>

<sup>1</sup> Due to the divestment of the Tertianum Group, no more data are available for the company in the reporting year.



# Key figures of the group companies

## Swiss Prime Site Group

	Unit	2019	2020
<b>Stakeholders</b>			
Registered shareholders at year end	number	11 266	11 687
Acceptance of agenda items at AGM	%	100	100
<b>Finance</b>			
Shareholders' equity	CHF million	5 459	6 086
Investments	CHF million	521	465
Interest expenses (borrowed capital)	CHF million	71	61
Interest rate borrowed capital (weighted average)	%	1.2	1.1
Operating income	CHF million	1 259	793
Operating result (EBIT)	CHF million	628	762
Fair value of real estate portfolio	CHF million	11 765	12 323
Investments in training and development	% of total payroll	1.4	0.7
Earnings per share (EPS)	CHF	8.00	8.04
Bank rating		BBB/BBB+	BBB+
<b>Infrastructure</b>			
Properties	number	187	185
Rental floor space	m <sup>2</sup>	1 604 451	1 673 005
Vacancy rate	%	4.7	5.1
<b>Ecology (property portfolio)</b>			
Energy consumption	MWh	208 874	199 728
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	25 361	24 041
CO <sub>2</sub> intensity	kg CO <sub>2</sub> e/m <sup>2</sup>	21.4	19.9
Water use	m <sup>3</sup>	855 734	618 056
<b>Ecology (services)</b>			
Energy consumption	MWh	3 397	2 306
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	3 395	2 327
CO <sub>2</sub> intensity	kg CO <sub>2</sub> /FTE	2 328	1 547
Water use	m <sup>3</sup>	17 912	12 414
<b>Employees</b>			
Employees	number	6 506	1 728
Fluctuation rate	%	26.9	23.9
Absentee rate	%	5.4	3.0
Women in the workforce	%	73.1	60.9

**Swiss Prime Site Immobilien**

	Unit	2019	2020
<b>Stakeholders</b>			
Tenants	number	ca. 2 000	2 020
Documented tenant meetings	number	40	40
<b>Finance</b>			
Operating income (segment Real Estate)	CHF million	519	483
Investments in training and development	% of total payroll	0.8	0.6
Portfolio value	CHF million	11 765	12 323
Real estate costs	CHF million	65	69
Investments in projects and development	CHF million	288	209
Revaluation gains	CHF million	204	203
Net rental income	CHF million	437	431
<b>Infrastructure</b>			
Properties	number	187	185
Usable floor space	m <sup>2</sup>	1 604 451	1 673 005
Vacancy rate	%	4.7	5.1
<b>Ecology (property portfolio)</b>			
Energy consumption	MWh	208 874	199 728
Energy intensity	kWh/m <sup>2</sup>	163.8	158.4
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	25 361	24 041
CO <sub>2</sub> intensity	kg CO <sub>2</sub> e/m <sup>2</sup>	21.4	19.9
Water use	m <sup>3</sup>	855 734	618 056
Properties with contaminated soil	ha	32.4	32.4
Decontamination measures	Mio. CHF	1.1	0.6
<b>Ecology (services)</b>			
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	140	76
CO <sub>2</sub> intensity	kg CO <sub>2</sub> e/FTE	1 476.1	804.1
<b>Employees</b>			
Employees	number	70	69
Fluctuation rate	%	6.4	16.3
Absentee rate	%	1.4	1.6
Women in executive positions	%	40	32

**Swiss Prime Site Solutions**

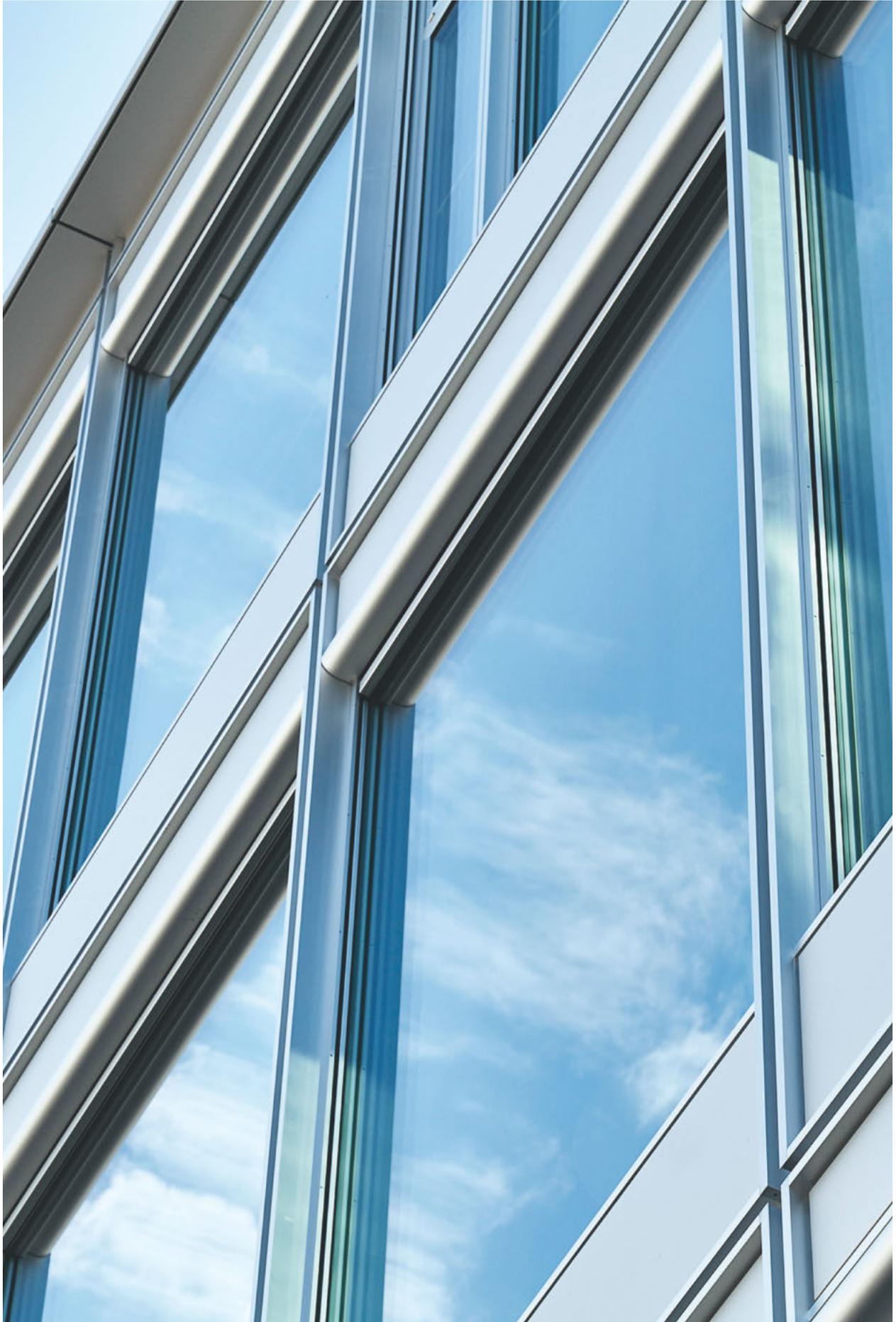
	Unit	2019	2020
<b>Stakeholders</b>			
Pension funds/investors of Swiss Prime Investment Foundation	number	280	291
<b>Finance</b>			
Operating income (segment Services)	CHF million	13.5	13.1
Investments in training and development	% of total payroll	1.0	0.6
<b>Infrastructure</b>			
Assets under management	CHF billion	2.3	3.0
Acquisitions in the reporting year	number of objects	25	9
Value of the development pipeline	CHF million	161	267
<b>Employees</b>			
Employees	number	10	14
Fluctuation rate	%	12.1	15.4
Absentee rate	%	0.6	2.5
Women in executive positions	%	16.7	9.1

**Wincasa**

	Unit	2019	2020
<b>Stakeholders</b>			
Branches	number	28	28
Direct suppliers	number	>200	>200
Proportion of Top 3 clients	%	74	73
<b>Finance</b>			
Operating income (segment Services)	CHF million	148	146
Investments in training and development	% of total payroll	0.8	0.5
Assets under management	CHF billion	71	72
Rental income for clients	CHF million	3294	3293
Volume of transactions advised	CHF million	440	0
Monetary value of Kaizen	CHF million	0.05	0.05
<b>Infrastructure</b>			
Properties managed	number	240350	233051
Construction projects	number	1634	595
<b>Share of residential in portfolio</b>	%	44	30
Share of office and retail in portfolio	%	56	70
<b>Ecology</b>			
Energy consumption	MWh	3397	2306
Energy intensity	kWh/m <sup>2</sup>	0.1	0.1
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	2386	1717
CO <sub>2</sub> intensity	kg CO <sub>2</sub> e/FTE	2964.2	1933.9
Water use	m <sup>3</sup>	17912	12414
<b>Employees</b>			
Employees	number	915	984
Fluctuation rate	%	24.1	27.3
Absentee rate	%	3.7	2.8
Women in executive positions	%	37.1	38.4

**Jelmoli**

	Unit	2019	2020
<b>Stakeholders</b>			
Customers with J-Card	number	300 740	300 000
Customer satisfaction (word of mouth n = 100)	Net Promoter Score (NPS), %	n.a.	18
<b>Finance</b>			
Operating income (segment Services)	CHF million	128	111
Investments in training and development	% of total payroll	0.5	0.3
<b>Infrastructure</b>			
Retail floor space (total floor space 33 000 m <sup>2</sup> )	m <sup>2</sup>	25 000	25 000
Items sold per sales receipt	number	2.01	2.05
<b>Ecology</b>			
CO <sub>2</sub> emissions (Scope 1, 2, 3)	tCO <sub>2</sub> e	869	533
CO <sub>2</sub> intensity	kg CO <sub>2</sub> e/FTE	1 487.7	1 023.1
<b>Employees</b>			
Employees	number	624	640
Fluctuation rate	%	26.3	19.3
Absentee rate	%	3.2	3.6
Women in executive positions	%	50.0	47.9



# 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.

## Universal Standards

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GRI 101: 2016	Foundation	
GRI 102: 2016	General disclosures	
<b>Organizational profile</b>		
102-1	Name of the organization	Swiss Prime Site AG
102-2	Activities, brands, products, and services	20–21
102-3	Location of headquarters	CH-4601 Olten
102-4	Location of operations	16–17
102-5	Ownership and legal form	Corporate Governance Report, p. 6
102-6	Markets served	20–21
102-7	Scale of the organization	16
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102-14	Statement from senior decision-maker	7
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102-16	Values, principles, standards, and norms of behavior	57
<b>Governance</b>		
102-18	Governance structure	14–15
<b>Stakeholder engagement</b>		
102-40	List of stakeholder groups	57
102-41	Collective bargaining agreements	58
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<b>Reporting practice</b>		
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102-47	List of material topics	25

		Page/Information
102-48	Restatements of information	Are explained at the relevant place in the report.
102-49	Changes in reporting	None
102-50	Reporting period	01.01.2020–31.12.2020
102-51	Date of most recent report	February 2020
102-52	Reporting cycle	annually
102-53	Contact point for questions regarding the report	103
102-54	Claims of reporting in accordance with the GRI Standards	90
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<b>GRI 201: 2016</b>	<b>Economic performance</b>		
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206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	63	
<b>GRI 300</b>	<b>Environmental topics</b>		
<b>GRI 302: 2016</b>	<b>Energy</b>		
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## Imprint

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