

Non-financial facts and figures 2021



KEY FIGURES

Reporting period and boundaries

This report provides non-financial information about the Deutsche Wohnen Group, including the Nursing/Assisted Living segment (KATHARINENHOF® Seniorenwohn- und Pflegeanlage Betriebs-GmbH and PFLEGEN & WOHNEN HAMBURG GmbH). The data included relates to the 2021 financial year (1 January 2021 to 31 December 2021).

Non-financial statement

As part of our Annual Report 2021, on 31 March 2022 we published our non-financial statement containing supplementary information about environmental, employee and social issues along with the prevention of corruption and human rights violations. By doing so, we fulfil the stipulations of the German Act Implementing the CSR Directive (CSR-Richtlinie-Umsetzungsgesetz – CSRRUG), which came into force in Germany in 2017. The non-financial statement has undergone a review by the auditing firm KPMG AG in accordance with sections 315b and 315c in conjunction with sections 289c to 289e of the German Commercial Code (Handelsgesetzbuch – HGB). You can find our non-financial statement on page 94 et seq. of the Annual Report 2021.

Corporate management

Governance

In %	2021		2020		2019	
Diversity of Management Board, Supervisory Board						
People on the Management Board by gender	100 ♂	0 ♀	100 ♂	0 ♀	100 ♂	0 ♀
People on the Supervisory Board by gender	67 ♂	33 ♀	67 ♂	33 ♀	83 ♂	17 ♀
Average tenure on the Supervisory Board (in years)	8		7		9	
Management Board by age group						
Up to 45 years of age	0		25		25	
46–55 years of age	50		25		50	
Over 55 years of age	50		50		25	
Supervisory Board by age group						
Up to 45 years of age	0		0		16.7	
46–55 years of age	50		50		33.3	
Over 55 years of age	50		50		50	

Economy

In EUR m	2021	2020	2019
Rental income	843.6	837.6	837.3
Earnings from Residential Property Management	733.0	720.4	729.8
Earnings from disposals before sale-induced valuation gains	174.5	308.7	186.1
Earnings from Nursing and Assisted Living	85.7	82.0	88.3
FFO I	553.6	540.5 ¹	553.1
NAV	21,588.7	17,852.9 ²	16,791.3
Market capitalisation (excluding own shares, in EUR bn)	14.7	15.0	13.0

1 Change in calculation method: interest income from loans to the QUARTERBACK Group is no longer included in FFO and deducted from adjusted EBT. The previous year's figures have been restated accordingly.

2 The previous year's figure was restated following finalisation of the purchase price allocation for the QUARTERBACK transaction.

Note on all tables:

The unit used and the number of decimal places shown were chosen to make the texts as easy to read as possible, while maintaining their accuracy. There may be some minimal differences in totals due to rounding.

Customers and property portfolio

Holdings and estates

	Unit	2021	2020	2019
Residential and commercial units (total)	number	153,958	158,284	164,044
of which residential	number	151,163	155,408	161,261
of which commercial	number	2,795	2,876	2,783
Buildings in portfolio	number	~15,380	~16,400	~17,000
Buildings with the K/W/ electronic access system	number	9,500	6,936	4,565
Listed units	number	~30,000	~30,000	~30,000
Proportion of portfolio in Core+ markets	%	94.6	93.2	91.9
Proportion of portfolio in Core markets	%	5.3	6.7	8.0
Proportion of portfolio in Berlin	%	74.8	73.3	71.7
Market share in Berlin (residential units)	%	5.7	5.8	6.0
Fair value of properties ³	EUR bn	27.6	26.2	24.2
Fair value per residential and commercial area	EUR/sqm	2,894	2,683	2,394
Fair value of Nursing properties	EUR bn	1.2	1.2	1.2
Fair value of development project	EUR bn	1.2	0.9	0.3
Average in-place rent	EUR/sqm/month	7.20	6.71	6.94
Average vacancy rate	%	1.4	1.7	1.8
Average apartment size	sqm	60.0	60.1	60.4
Nursing properties	number	72	77	89
Beds	number	9,580	10,580	12,200
Investments in refurbishment and maintenance (total) ⁴	EUR/sqm	35.52	36.15	45.45
of which investments in refurbishment	EUR/sqm	25.26	25.76	35.53
of which investments in maintenance	EUR/sqm	10.26	10.39	9.92
Average investment per unit in the case of tenant turnover	EUR	9,811	9,441	10,853
Investments in contamination removal	EUR m	5.9	6.7	11.6
Investments in the supply chain	EUR m	437.0	537.9	545.6

³ Only takes into account residential and commercial buildings, excluding Nursing and Assisted Living and excluding usage rights resulting from leasing agreements measured as per IFSR 16.

⁴ Taking account of the average floor space on a quarterly basis in the relevant period; including investments in contamination removal.

Customer satisfaction and service

	Unit	2021	2020	2019
Tenant survey				
Participation rate	%	34	33	36
Satisfaction with the living situation	%	86	88	87
Satisfaction with Deutsche Wohnen as a landlord	%	81	82	78
Average length of tenancy	years	13	12	12

Outdoor areas

	Unit	2021	2020	2019
Investment in outdoor areas within the portfolio	EUR m	10.6	16.3	7.1
Green space	million sqm	6.9	7.3	7.9
of which tenants' gardens	million sqm	0.9	0.85	0.89
of which high-biodiversity areas	million sqm	0.6	0.70	0.74
Trees within portfolio area	number	~67,100	~69,500	~64,000
Playgrounds	number	1,593	1,456	1,455
Proportion of sealed land on plots ⁵	%	40.4	40.7	39.7

⁵ The proportion of sealed land is calculated as the area of land covered with impervious materials in relation to the size of the plot.

Employees

Preliminary note on key figures for employees

As at 31 December 2021, the total headcount at our company was 5,633 (31 December 2020: 5,788). The reduction in the size of the workforce was primarily attributable to ISARIA München Projektentwicklungs GmbH (73 employees as at 31/12/2020), which left the Deutsche Wohnen Group in February 2021.

Unless stated otherwise, the figures include permanent and temporary employees (headcount includes trainees, assistants, students, interns) at the Deutsche Wohnen Group, including FACILITA and SYN VIA Group (from 2020), all as at the reporting date of 31 December. Middle management comprises the leaders of teams, service points and local offices. Senior management comprises managers, managing directors and directors.

Figures for the Nursing segment were reported and shown separately for the first time in 2020. They consist of the PFLEGEN & WOHNEN HAMBURG Group and the KATHARINENHOF® Group.

There is no regional breakdown of the key figures for Deutsche Wohnen as all the company sites are in Germany. There are other workers who are not employees who perform various non-material tasks within the company. The key figures for these are not reported separately as the work involved in collecting the data is not commensurate with the insights this would provide.

Deutsche Wohnen Group⁶

Key figures for employees

	Unit	2021		2020		2019	
Total number of employees	number	1,435		1,492		1,409	
	average	1,474		1,454		1,370	
of which in region around the capital city Berlin	number	1,213		1,259		1,196	
	%	84.5		84.4		84.9	
of which permanent	number	664 ♂	678 ♀	686 ♂	702 ♀	637 ♂	660 ♀
	%	93.5		93.0		92.1	
of which temporary	number	46 ♂	47 ♀	58 ♂	46 ♀	55 ♂	57 ♀
	%	6.5		7.0		7.9	
of which full-time	number	693 ♂	601 ♀	725 ♂	608 ♀	675 ♂	590 ♀
	%	90.2		89.3		89.8	
of which part-time	number	17 ♂	124 ♀	18 ♂	141 ♀	17 ♂	127 ♀
	%	9.8		10.7		10.2	
Employees by functional area							
in residential unit management and administration, rental contract management and tenant management	number	1,031		1,057		1,056	
in the holding company	number	404		435		353	
Employees in customer service (total)	number	997		1,013		1,019	
of which FACILITA employees	number	314		314		313	
Employees covered by collective bargaining agreements	%	20.9		26.0		28.1	
Total number of new employees ⁷	number	181		223		315	
	%	12.6		14.9		22.4	
Total employee turnover ⁸	number	231		146		178	
	%	15.0		9.6		12.2	
of which employee-initiated terminations ⁸	number	124		65		84	
	%	8.0		4.3		5.8	
Length of service ⁹							
Up to 1 year	%	11.8		13.3		19.9	
1 to 5 years	%	50.2		51.6		45.0	
6 to 15 years	%	26.2		19.1		18.2	
16 to 25 years	%	6.0		9.0		10.0	
Over 25 years	%	5.8		7.0		6.9	
Average length of service ⁹	years	6.9		7.0		6.8	
Employee satisfaction survey ¹⁰							
Participation rate	%	66		-		71	
Proportion who are "satisfied" or "very satisfied" with Deutsche Wohnen as their employer	%	75		-		77	

⁶ Excluding Nursing and Assisted Living segment.

⁷ All new hires between 1 January and 31 December of each financial year were taken into account.

⁸ The figures comprise permanent and temporary employees (headcount) who left between 1 January and 31 December – this key figure does not include trainees, temporary staff, students or interns. The forthcoming merger with Vonovia SE likely had a negative impact on the positive trend seen in previous years.

⁹ Not including SYNIVIA Group.

¹⁰ The survey is carried out every two years, most recently in 2019. There were surveys in 2020 on the introduction of the digital workplace, which were also extended to include working from home as a result of the pandemic. The granularity of the survey cannot be compared with prior years.

Diversity

	Unit	2021		2020		2019	
Workforce by gender	%	49.9 ♂	50.5 ♀	49.9 ♂	50.1 ♀	49.1 ♂	50.9 ♀
Management by gender							
Management Board	number	4 ♂	0 ♀	4 ♂	0 ♀	4 ♂	0 ♀
	%	100 ♂	0 ♀	100 ♂	0 ♀	100 ♂	0 ♀
Senior management	number	30 ♂	13 ♀	32 ♂	13 ♀	30 ♂	17 ♀
	%	69.8 ♂	30.2 ♀	71.1 ♂	28.9 ♀	63.8 ♂	36.2 ♀
Middle management	number	43 ♂	47 ♀	40 ♂	43 ♀	28 ♂	40 ♀
	%	47.8 ♂	52.2 ♀	48.2 ♂	51.8 ♀	41.2 ♂	58.8 ♀
Proportion of women in management positions	%	43.8		42.4		47.9	
Workforce by age group							
Up to 35 years of age	number	502		525		514	
	%	35.0		35.2		36.5	
36-45 years of age	number	380		401		370	
	%	26.5		26.9		26.3	
46-55 years of age	number	313		331		330	
	%	21.8		22.2		23.4	
Over 55 years of age	number	240		235		195	
	%	16.7		15.8		13.8	
Average workforce age	years	42		42		41	
Management by age group							
Senior management							
Up to 35 years of age	number	1		1		2	
	%	2.3		2.2		4.3	
36-45 years of age	number	24		24		27	
	%	55.8		53.3		57.4	
46-55 years of age	number	12		15		13	
	%	27.9		33.3		27.7	
Over 55 years of age	number	6		5		5	
	%	14.0		11.1		10.6	
Middle management							
Up to 35 years of age	number	15		13		14	
	%	16.7		15.7		20.6	
36-45 years of age	number	44		44		29	
	%	48.9		53.0		42.6	
46-55 years of age	number	15		14		17	
	%	16.7		16.9		25.0	
Over 55 years of age	number	16		12		8	
	%	17.8		14.5		11.8	
Total employees post-WWII generation (1946-1955)	number	5		13		18	
	%	0.3		0.9		1.3	
Total employees baby boomer generation (1956-1964)	number	197		220		219	
	%	13.7		14.7		15.5	
Total employees Generation X (1965-1979)	number	487		516		491	
	%	33.9		34.6		34.8	
Total employees Generation Y (1980-1993)	number	562		576		552	
	%	39.2		38.6		39.2	
Total employees Generation Z (1994-present day)	number	184		167		129	
	%	12.8		11.2		9.2	
Proportion of disabled employees	%	3.9		3.6		3.2	

	Unit	2021	2020	2019
Staff remuneration ¹¹				
Average pay rise p.a.	%	4.4	6.2	6.0
Ratio of CEO's remuneration to average employee remuneration ¹²	x times	36	36	36

11 Not including SYN VIA Group.

12 Figures exclude FACILITA, SYN VIA Group, managing directors and directors. Ratio of average remuneration of employees on permanent contracts (excl. middle and senior management, trainees, interns and students) to that of the CEO (excl. long-term incentive) for the respective reporting year.

Training¹³

	Unit	2021	2020	2019
Trainees	number	60	69	60
Training ratio	%	5.6	6.2	5.6
Trainees who received offer for a position at the company following completion of qualification	number	27	17	16
	%	90.0	100.0	100.0
Trainees who stayed with the company upon qualifying	number	22	15	15
	%	73.0	88.2	93.8

13 Not including FACILITA or SYN VIA Group or interns.

Staff development¹⁴

	Unit	2021	2020	2019
Number of employees who took part in training	number	794	1,013	796
Senior management, total	number	39	39	35
by gender	number	26 ♂ 13 ♀	27 ♂ 12 ♀	23 ♂ 12 ♀
Middle management, total	number	65	71	60
by gender	number	28 ♂ 37 ♀	31 ♂ 40 ♀	28 ♂ 32 ♀
Rest of the workforce, total	number	690	903	701
by gender	number	251 ♂ 439 ♀	500 ♂ 403 ♀	454 ♂ 247 ♀
Average hours for training, total	hours	12.8	17.6	21.1
Senior management, total	hours	15.8	24.5	21.0
by gender	hours	13.1 ♂ 21.1 ♀	19.9 ♂ 34.8 ♀	24.2 ♂ 15.0 ♀
Middle management, total	hours	22.4	34.0	30.5
by gender	hours	18.9 ♂ 25.0 ♀	33.6 ♂ 31.9 ♀	34.1 ♂ 27.3 ♀
Rest of the workforce, total	hours	11.7	16.0	20.3
by gender	hours	13.7 ♂ 10.5 ♀	19.9 ♂ 11.2 ♀	22.7 ♂ 15.7 ♀
Hours of training, total	hours	10,125	17,838	16,774
Days of training, total	days	1,282	2,258	2,107
Proportion of training hours dealing with topic of sustainability	%	8.0	3.9	7.8
Training ratio managers	%	91.0	88.6	81.2
Training ratio (excluding managers)	%	74.3	67.1	59.2
Investment in employee training	EUR k	622	711	696

14 Not including SYN VIA Group.

Career and family

	Unit	2021		2020		2019	
Total number of employees entitled to parental leave by gender	number	710 ♂	725 ♀	744 ♂	748 ♀	692 ♂	717 ♀
Total number of employees who took parental leave by gender ¹⁵	number	17 ♂	68 ♀	18 ♂	55 ♀	15 ♂	48 ♀
	%	2.4 ♂	9.4 ♀	2.4 ♂	7.4 ♀	2.2 ♂	6.7 ♀
Total number of employees returning to work during the reporting period at the end of their parental leave, by gender	number	17 ♂	25 ♀	18 ♂	19 ♀	14 ♂	23 ♀
	%	2.4 ♂	3.4 ♀	2.4 ♂	2.5 ♀	2.0 ♂	3.2 ♀
Proportion of employees who returned to work following parental leave, by gender		100.0		100.0			
	%	♂	36.8 ♀	♂	34.5 ♀	93.3 ♂	47.9 ♀
Proportion of employees who made use of option to work from home ¹⁶	%		90.4		89.2		42.9

15 All employees who took parental leave between 1 January and 31 December of each financial year were taken into account.

16 Not including FACILITA, SYNIVIA Group; this figure does not include trainees, temporary staff, students, interns and mini-jobbers. The increase in 2020 was due to the coronavirus pandemic.

Occupational health and safety

	Unit	2021		2020		2019	
Workplace accidents recorded	number	33		50		37	
Workplace accidents recorded by business partners	number	0		2		0	
Lost days due to workplace accidents ¹⁷	number	429		385		578	
Work-related fatalities, total workforce	number	0		0		0	
Work-related fatalities, business partners	number	0		0		-	
Workplace accident rate (workplace accidents in relation to total working hours of all the employees)	%	0.004		0.01		0.01	
Employees who made use of the <i>machtfit</i> platform ¹⁸	number	730		743		414	
Proportion of employees who made use of the <i>machtfit</i> platform ¹⁸	%	68.2		66.9		38.3	
Proportion of workstations reviewed for health and work safety aspects	%	95.0		95.0		95.0	
Coverage of entire workforce by occupational health and safety committees	%	100.0		100.0		100.0	
Total illness rate ¹⁹	%	5.8		6.0		5.6	

17 Cumulative number of lost work days due to employees not being able to perform their usual duties as a result of a workplace accident.

18 Figures do not include FACILITA, SYNIVIA Group.

19 Lost days based on calculation of actual absenteeism expressed as a percentage of the total number of work days designated for the employees over the same period.

Nursing and Assisted Living segment

Key figures for employees²⁰

	Unit	2021		2020	
Total number of employees	number	4,198		4,093	
	average	4,188		4,091	
of which permanent	number	739 ♂	2,670 ♀	730 ♂	2,766 ♀
	%	81.2		85.4	
of which temporary	number	207 ♂	582 ♀	151 ♂	446 ♀
	%	18.8		14.6	
of which full-time	number	642 ♂	1,520 ♀	568 ♂	1,455 ♀
	%	51.5		49.4	
of which part-time	number	304 ♂	1,732 ♀	308 ♂	1,762 ♀
	%	48.5		50.6	
Employees covered by collective bargaining agreements	%	48.0		49.9	
Total number of new employees ²¹	number	1,110		992	
	%	26.4		24.2	
Total employee turnover ²²	number	1,196		819	
	%	28.0		20.0	
of which employee-initiated terminations	number	660		362	
	%	15.7		8.8	
Length of service					
Up to 1 year	%	19.7		21.8	
1 to 5 years	%	37.4		35.2	
6 to 15 years	%	26.8		26.5	
16 to 25 years	%	10.2		10.1	
Over 25 years	%	6.0		6.4	
Average length of service	years	7.6		7.7	
Total illness rate ²³	%	6.9		6.1	

20 For 2020, not including trainees and interns (113/17) at the KATHARINENHOF® Group; the average was calculated for the past 12 months.

21 All new hires between 1 January and 31 December of each financial year were taken into account.

22 The figures comprise permanent and temporary employees (headcount) who left between 1 January and 31 December.

23 Lost days based on calculation of actual absenteeism expressed as a percentage of the total number of work days designated for the employees over the same period.

Diversity²⁴

	Unit	2021		2020	
Workforce by gender	%	22.5 ♂	77.5 ♀	21.5 ♂	78.5 ♀
Management by gender					
Senior management, total	number	21 ♂	38 ♀	19 ♂	16 ♀
	%	35.6 ♂	64.4 ♀	54.3 ♂	45.7 ♀
Middle management, total	number	32 ♂	74 ♀	37 ♂	92 ♀
	%	30.2 ♂	69.8 ♀	28.7 ♂	71.3 ♀
Proportion of women in management positions	%		67.9		65.9
Workforce by age group					
Up to 35 years of age	number		1,178		1,026
	%		28.1		25.1
36–45 years of age	number		927		953
	%		22.1		23.3
46–55 years of age	number		1,005		1,074
	%		23.9		26.2
Over 55 years of age	number		1,088		1,040
	%		25.9		25.4
Average workforce age	years		43		45
Total employees post-WWII generation (1946–1955)	number		68		104
	%		1.6		2.5
Total employees baby boomer generation (1956–1964)	number		867		928
	%		20.7		22.7
Total employees Generation X (1965–1979)	number		1,519		1,509
	%		36.2		36.9
Total employees Generation Y (1980–1993)	number		1,197		1,161
	%		28.5		28.4
Total employees Generation Z (1994–present day)	number		547		391
	%		13.0		9.6
Proportion of disabled employees	%		6.2		5.5

24 For 2020, not including trainees and interns (113/17) at the KATHARINENHOF® Group.

Training

	Unit	2021		2020	
Trainees	number		267		231
of which recruited in the reporting year	number		120		81
Training ratio	%		6.4		5.5
Trainees who received offer for a position at the company following completion of qualification	number		54		42
	%		68		95.2
Trainees who stayed with the company upon qualifying	number		42		36
	%		77.8		85.7

Career and family²⁵

	Unit	2021		2020	
Total number of employees entitled to parental leave by gender	number	946 ♂	3,252 ♀	881 ♂	3,212 ♀
Total number of employees who took parental leave by gender ²⁶	number	13 ♂	140 ♀	16 ♂	153 ♀
	%	1.4 ♂	4.3 ♀	1.8 ♂	4.8 ♀

25 For 2020, not including trainees and interns (113/17) at the KATHARINENHOF® Group.

26 All employees who took either partial or full parental leave between 1 January and 31 December of each financial year were taken into account.

The environment and climate

Preliminary note on key figures for the environment

To manage the key environmental impacts and issues, we gauge our sustainability performance on the basis of specific key indicators. These are presented in the tables below for the administrative occupations and locations and for the portfolio of residential and commercial units (excluding Nursing and Assisted Living). Unless indicated otherwise, the key figures relate to the financial year in question and the entire Group (i.e. all the fully consolidated companies as per the consolidated annual financial statements).

One exception to the accounting rule is the recognition of G+D Gesellschaft für Energiemanagement mbH, Magdeburg, a joint venture in which Deutsche Wohnen holds a 49% stake. The energy that G+D supplies to the Deutsche Wohnen portfolio, which is provided with heating centrally, is recorded in the energy footprint consumption figures and is taken into account in all the key figures derived. The energy which is sold and fed into the grid (combined heat and power [CHP] plants and the energy produced by Stadtwerke Thale GmbH) is not included in Deutsche Wohnen's energy and carbon footprint reporting.

Environmental data, administrative locations

Energy consumption of electricity and heating supply²⁷

In MWh	2021	2020	2019
Heating energy			
Natural gas	989	1,087	1,205
Pellets	4.9	5.7	5.8
District heating	4,959	5,635	5,563
Electricity	1,081	1,349	1,378
Total	7,034	8,077	8,152

27 The electricity and heating consumption values for the administrative locations (comprising a total of 117 offices) have been adjusted to reflect weather conditions. The figures for electricity consumption in 2021 were taken from the statements and those for heating energy were based on the previous year's forecasts.

Energy and emission intensity

		2021	2020	2019
Energy consumption per sqm of gross internal floor area ²⁸	MWh/sqm	0.218	0.251	0.253
Energy intensity per employee ²⁹				
Heating consumption per employee ²⁹	MWh/employee	5.77	6.36	6.41
Electricity consumption per employee ²⁹	MWh/employee	1.05	1.28	1.30
Climate emissions per sqm of gross internal floor area ³⁰	t CO ₂ e	0.064	0.071	0.079

28 The intensity figures relate to 32,221 sqm of gross internal floor area.

29 The average electricity and heat requirements per employee relate to 1,056 employees in 2019, 1,057 employees in 2020 and 1,031 employees in the reporting year. The staff actively employed at the sites were taken into account, resulting in the figures deviating from Deutsche Wohnen's total employee headcount.

30 Emission intensity was calculated on the basis of the administrative locations' Scope 1, Scope 2 and Scope 3 (cat. 3) emissions (see Deutsche Wohnen carbon footprint, p. 20).

Air pollutant emissions from electricity and heating supply³¹

In kg	2021	2020	2019
Sulphur dioxide (SO ₂)	726	773	766
Nitrogen oxides (NO _x)	1,994	2,469	2,461
Particulate matter (PM)	110	121	118
Total	2,830	3,363	3,346

31 Air pollutant emissions were calculated using the GEMIS 5.0 factors. The values show the direct and indirect air pollutant emissions from electricity and heating supply.

Vehicle fleet and transport

	2021	2020	2019
Number of conventional vehicles	144	173	178
Kilometres travelled	850,042	936,012	-
Number of electric and hybrid vehicles	80	38	33
Kilometres travelled	368,172	230,850	-
Number of e-bikes	35	28	23
Kilometres travelled	39,770	57,471	-
Number of bicycles	112	89	107

Fuel consumption of the fleet³²

		2021	2020	2019
Petrol	MWh	517	578	623
Diesel	MWh	40	94	151
Average CO ₂ emissions according to the manufacturer	g/km	108	114	114

32 Consumption was translated into litres using the fuels' calorific values. For this, average values of 8.4 kWh/l and 9.8 kWh/l were applied for premium-grade petrol and diesel respectively. Actual emissions were included in Scope 1 emissions in the carbon footprint reporting.

Materials used by weight

In t	2021	2020	2019
Printing and photocopying paper	45.4	25.3	36.1
Floor coverings (carpet)	4.3	9.1	3.4
Windows	0.0	19.4	20.1
Tenant post	14.2	14.5	25.4
Wall paint	1.3	3.1	-

Environmental data, portfolio**Refurbishment**

	Unit	2021 ³³	2020	2019
Refurbished residential units ³⁴	number	13,194	13,488	14,794
of which energy-efficiency work ³⁵	number	3,746	2,863	3,109
Annual energy-efficiency refurbishment rate	%	2.5	1.8	1.9
of which complex energy-efficiency work	%	1.1	0.8	1.9
Reduction in energy requirement	MWh	6,817	5,523	13,260
Reduction in climate emissions	t CO ₂ e	1,711	775	1,943
Investment in maintenance and refurbishment	EUR m	343.4	365.4	469.1
of which investments in refurbishment	EUR m	244.2	260.4	366.7
of which energy-efficiency work	EUR m	44.3	34.2	41.2
of which complex energy-efficiency work ³⁶	EUR m	31.1	19.2	30.4

33 The amount of investment fell year on year. This is partly due to lower tenant turnover, partly to reticence in starting new complex refurbishment projects in view of regulatory uncertainty, and partly to delays caused by the coronavirus pandemic.

34 From 2019 including tenant turnover and without large-scale programmes.

35 Not including large-scale programmes; reduction in final energy requirement due to refurbishment compared with the previous year on the basis of energy performance certificate data. Potential savings of climate emissions were calculated using emission factors from the IWU (Institut Wohnen und Umwelt) – GEMIS 5.0.

36 Complex energy-efficiency work is understood to be a combination of various individual measures such as facade refurbishment, window replacement, attic insulation, cellar insulation and other building fabric measures.

Energy intensity of our residential units

In %	2021	2020	2019
Energy efficiency classes based on final energy needs ³⁷			
A+ < 30 kWh and A 30 to < 50 kWh	0.5	0.3	0.3
B 50 to < 75 kWh	8.9	8.9	6.4
C 75 to < 100 kWh	25.9	24.1	22.8
D 100 to < 130 kWh	27.7	27.6	30.2
E 130 to < 160 kWh	20.5	20.8	23.5
F 160 to < 200 kWh	12.5	12.5	11.3
G 200 to < 250 kWh	2.9	3.8	3.3
H > 250 kWh	1.0	1.9	2.4
Average energy efficiency ³⁷	122.8	125.1	128.9

37 Weighted average of the final energy consumptions based on current energy performance certificates relating to the gross internal floor area of residential units (the approximately 30,000 listed units are generally not taken into account as no energy performance certificate is needed for them).

Significant use of materials for new construction and refurbishment projects by weight or volume³⁸

		2021	2020	2019
Basic construction materials				
Steel	t	89	1,303	-
Concrete	cbm	961	9,057	-
Screed	t	110	1,403	1,070
Timber (e.g. construction timber, fibreboard, wooden beams)	cbm	9,524	4,013	255
AAC blocks	cbm	144	1,102	-
Facade/insulation				
Windows (aluminium)	sqm	4	301	-
Windows (wood/aluminium)	sqm	0	1,632	-
Windows (wood)	sqm	2,809	7,533	-
Windows (plastic)	sqm	1,296	9,021	-
Window sills (aluminium)	m	1,460	4,652	-
Window sills (galvanised steel)	m	4,032	8,406	-
Mineral plaster for facades	sqm	56,877	41,699	-
Mineral wool	cbm	7,695	9,531	17,755
Expanded polystyrene and perimeter insulation ³⁹	cbm	742	955	1,129
Cellulose blown-in insulation	cbm	90	1,193	2,921
Roofs				
Roofing felt (bitumen)	sqm	26,203	19,796	-
Roofing felt (synthetic)	sqm	269	13,502	-
Roof tiles (concrete)	sqm	2,535	11,453	-
Roof tiles (clay)	sqm	4,502	8,015	-
Guttering and drainpipes (galvanised steel)	m	7,410	11,820	-
Flashing (galvanised steel)	m	2,615	4,513	-

38 The volume of material used varies according to the number and scope of the refurbishment projects effected. Refurbishment accounts for 75% of the material used and new construction for 25%.

39 Expanded polystyrene was predominantly used for perimeter insulation (in the ground) and for roof insulation. Facade insulation was performed exclusively using mineral wool.

		2021	2020	2019
Interior outfitting				
Flooring (wood)	sqm	4,917	18,692	-
Flooring (tiles)	sqm	2,069	4,918	-
Flooring (linoleum)	sqm	6,021	8,494	-
Wall tiles	sqm	3,493	17,003	-
Plasterboard panels/dry plaster (not on studwork)	sqm	1,433	8,856	-
Plasterboard partitions	sqm	5,868	31,576	-

Significant use of materials for tenant turnover⁴⁰

		2021	2020	2019
Refurbishment of bathrooms				
Wash basins	number	1,993	2,227	1,796
Taps	number	3,986	4,454	3,592
WCs	number	1,993	2,227	1,796
Bath tubs	number	1,993	2,227	1,796
Tiles	sqm	41,059	42,967	29,657
Replacement of gas heating systems	number	141	126	75
Flooring	sqm	46,623	33,363	54,310

40 The volume of material used varies according to the number and scope of the tenant turnover projects.

Energy consumption, portfolio

In MWh	Absolute ⁴¹		Like-for-like ⁴²	
	2021	2020 ⁴³	2021	2020
Direct energy consumption	434,350	475,433	404,809	408,623
Natural gas	431,819	462,588	395,839	396,906
Heating oil	2,531	12,845	8,970	11,717
Indirect energy consumption	1,075,786	1,099,331	1,041,254	1,051,776
District heating	642,664	645,803	620,464	622,911
Local heating ⁴⁴	395,240	418,475	388,052	397,192
renewable district and local heating	80,674	79,833	78,910	77,770
renewable share (in %)	7.8	7.5	7.8	7.6
Electricity for heating	994	1,381	994	1,262
Electricity for communal areas	36,888	33,672	31,744	30,412
of which renewable	30,764	29,318	27,322	26,177
renewable share (in %)	83.4	87.1	86.1	86.1
Total	1,510,137	1,574,765	1,446,064	1,460,400
of which renewable	111,439	109,151	106,233	103,947
renewable share (in %)	7.4	6.9	7.3	7.1

41 The values represent the energy consumption of Deutsche Wohnen's total portfolio. The following lettable areas were used for the calculation: 2021 - 9.5 million sqm, 2020 - 9.8 million sqm. The distinction between direct and indirect consumption was more precise than in prior years. Total energy consumption for heating was measured using the energy certificates for each building and the gross internal floor area (lettable area x 1.2). Consumption figures are based on energy consumption certificates (58%), energy specification certificates (29%) and the construction dates of buildings, together with the energy source (13%). The category "Electricity for heating" refers to the electricity used for heating apartments, in electric storage heaters for example. Electricity for communal areas in about 85% of the letting portfolio is supplied under a framework agreement for green power. Electricity consumption is measured by reference to the statement from the electricity utility; only the non-renewable part is calculated using an average value for each lettable area.

42 The like-for-like comparison relates to a segment of the absolute reference framework which was in Deutsche Wohnen's possession uninterrupted for the two-year period. The like-for-like reference framework for heating and communal electricity supplies comprises approximately 9 million sqm lettable area and 148,702 units.

43 The final energy consumption figures have been updated and differ from those provided in the Sustainability Report 2020. This is attributable to updated final energy figures and data on the heating providers' energy sources.

44 Local heating refers to heating from local heat and power plants operated by commercial providers. The renewable share refers to the heat generated by pellets and biogas and the share of renewable energy in the district heating supplied by the respective providers (published certificates). Not all providers currently show this share. The aim is to obtain this information by asking them.

Energy intensity, portfolio⁴⁵

	Absolute		Like-for-like	
	2021	2020	2021	2020
Energy consumption in MWh per sqm of lettable area	0.159	0.160	0.159	0.160
Energy consumption in MWh per rental unit	9.8	9.9	9.7	9.9

45 Energy intensity per sqm lettable area and unit is based on the energy consumption figures for heating and communal electricity for the whole portfolio or the like-for-like framework. For the reference values for the absolute and like-for-like figures, see the explanations in the footnotes under the table "Energy consumption, portfolio".

Air pollutant emissions of portfolio⁴⁶

In t	Absolute		Like-for-like	
	2021	2020	2021	2020
Sulphur dioxide (SO ₂)	105	107	101	103
Nitrogen oxides (NO _x)	388	401	372	377
Particulate matter (PM)	20	21	19	19
Total	513	529	492	499

46 The emissions from the combustion of natural gas, heating oil and pellets as well as district heating emissions were calculated using the GEMIS 5.0 factors. For the reference values for the absolute and like-for-like figures, see the explanations in the footnotes under the table "Energy consumption, portfolio".

Water consumption and water intensity, portfolio⁴⁷

In cbm	Absolute		Like-for-like ⁴⁸	
	2021	2020	2021	2020
Water consumption	8,294,778	8,583,640	8,239,241	8,511,117
Water consumption per sqm	1.27	1.30	1.27	1.29

47 The data relates to our Berlin portfolio, for which consumption figures are already available. The data is taken from our main water meters. These record both the individual tenants' consumption levels, which account for the majority of total consumption, and general water consumption in the communal areas as well as for sprinkler systems. There are no sub-meters for the individual spaces in part of our portfolio. It is therefore not currently possible to provide separate data for water consumption in the communal areas, which account for only a very small proportion – less than 1% – of the total area.

48 The like-for-like comparison relates to a segment of the absolute reference framework which was in Deutsche Wohnen's possession uninterrupted for the two-year period. The like-for-like reference framework comprises approximately 6.5 million sqm and 107,638 units.

Waste from maintenance, refurbishment and new construction projects which is subject to monitoring

In t		2021	2020	2019
Method of disposal	Waste category			
Thermal utilisation	Wood and wood-based materials, polystyrene insulating materials and tar-based materials ⁴⁹	649	987	520
Treatment (if possible), otherwise landfilling	Contaminated soil ⁵⁰	975	15,846	5,215
Landfilling	Asbestos-containing "old" MMVFs and contaminated construction waste ⁵¹	3,835	2,082	1,488
Landfilling (underground)	Waste containing asbestos, tar-based materials and polyurethane insulating and filler materials ⁵²	147	47	261

49 Wood and wood-based materials impregnated with wood preservative or with coatings containing heavy metals; polystyrene insulating materials containing the flame retardant hexabromocyclododecane (HBCD); tar-based sealants, adhesives and insulating materials containing polycyclic aromatic hydrocarbons (PAH).

50 Flooring, cladding and moulded parts with strongly bound asbestos fibres.

51 Insulating materials made of man-made vitreous fibres; sprayed asbestos products and asbestos board or rope containing weakly bound fibres.

52 Tar-based sealants containing asbestos fibres; insulating and filler materials made of polyurethane hard foam containing the propellant chlorofluorocarbon (CFC).

Waste from tenants by disposal method and type⁵³

In million litres		2021	2020	2019
Method of disposal	Type			
Recycling	Paper, cardboard, cardboard boxes	221	228	207
	Glass	14	15	21
Composting	Organic waste	61	61	59
Recovery, including energy recovery	Household waste	607	686	608
	Recycling container	167	177	145
Total		1,070	1,167	1,040
Average waste per residential unit (in litres)		7,060	7,508	7,171

53 The reduction in tenant-based waste in the reporting year stems primarily from portfolio sales.

Preliminary note on carbon footprint reporting

The carbon footprint comprises the material greenhouse gas emissions generated by administrative offices, the portfolio (residential and commercial units) and the Deutsche Wohnen Nursing properties; it has been calculated according to the definitions and requirements of the GHG Protocol's Corporate Standard.

In order to account for sector-specific factors, the footprint was further prepared under consideration of the GdW Guidance 85 (CO₂ monitoring) and adjusted in line with the recommended calculation factors. For reasons of better comparability and accuracy, in addition to absolute greenhouse gas emissions for the portfolio, the like-for-like values are also reported; these relate to a segment of the portfolio that has been unchanged for a two-year period (see footnote to the table "Energy consumption, portfolio", p. 14). The climate emission intensity of the portfolio is derived from this and used as a key management indicator.

Scope 1: represents direct emissions from stationary (heating) and mobile (vehicle fleet) combustion. The basis for calculation was the respective energy consumption (pp. 11, 14) and the fuel consumption of the fleet (p. 12).

Scope 2: represents the emissions that result from the generation of (communal) electricity and local and district heating. The basis for calculation was the respective energy consumption (pp. 11, 14). The market-based emissions were determined on the basis of the emission factors of the respective energy supplier, insofar as these were available. The location-based emissions were calculated using the year-specific emission factor for Germany's electricity mix as issued by the German Environment Agency (Umweltbundesamt – UBA) and the standard factors contained in the GdW Guidance 85.

Scope 3: represents the indirect upstream and downstream emissions in the categories identified as material for Deutsche Wohnen:

(Cat. 1): The data pool is limited to the use of paper at administrative locations as suitable emission factors are not available for other materials for the reporting year (see p. 12). Significant use of materials for refurbishment and new construction projects and for tenant turnover was reported for the portfolio (see p. 13 et seq.). Standardised conversion and emission factors from the LCA database ProBas and product data sheets from producers of construction materials were used to calculate climate emissions.

(Cat. 3): Figures calculated using emission factors contained in the GdW Guidance 85, based on GHG emissions caused by the production and transport of fuels on the basis of the heating requirement/consumption.

(Cat. 5): The data pool comprises the waste which is subject to disposal verification generated by maintenance, refurbishment and new construction projects (see p. 15). The standardised non-material-specific emission factors of DEFRA (2020) were used to calculate the climate emissions.

(Cat. 6): Business travel is effected using company vehicles (fleet consumption recognised under Scope 1), employees' own vehicles, the railway and aeroplanes. Approximations were calculated on the basis of standardised emission factors and the per-kilometre allowance (German Environment Agency [Umweltbundesamt – UBA], reference year: 2018). Flights were recognised using myclimate's flight emissions calculator, which calculates the average direct and indirect climate emission values per passenger for a specific flight route based on travel class (Economy/Business). Quantification is based on the latest international statistics regarding passengers and freight as well as capacity utilisation and aircraft types (calculation principles as at 09/03/2022; <https://www.myclimate.org/information/about-myclimate/calculation-principles/>). The effects of the coronavirus pandemic resulted in a decrease in emissions.

(Cat. 7): Data for employees commuting between their home and their place of work was collected in the year under review on the basis of a voluntary employee survey carried out in 2019. Based on the number of net working days in the reporting year (days worked from home as a result of the pandemic already taken into account), the emissions were calculated depending on the means of transport (employee's own car, local public transport, on foot, by bike) and were then extrapolated for the entire active workforce.

CLIMATE-RELEVANT EMISSIONS OF DEUTSCHE WOHNEN

Our carbon footprint for 2021 at a glance.

Deutsche Wohnen reports the greenhouse gas (GHG) emissions that result from its material business activities. For management purposes, the carbon footprint differentiates between administrative locations, the portfolio (residential and commercial units) and Nursing properties. The carbon footprint has been calculated according to the definitions and requirements of the *GHG Protocol's Corporate Standard*. In order to account for sector-specific factors, the footprint was further prepared under consideration of the *GdW Guidance* and adjusted in line with the recommended calculation factors.

Deutsche Wohnen emitted approximately 320,600 tonnes of CO₂e (Scopes 1 to 3) in the reporting year. Of this, around 29% is attributable to Scope 1, about 53% to Scope 2 and some 18% to Scope 3. At approximately 97% of total emissions, the portfolio (residential and commercial units) accounts for the lion's share of GHG emitted.

28.5%

CO₂ reduction in Scope 2 due to energy procurement strategy



320,593

tonnes of CO₂e

Total greenhouse gas emissions

of which
96.6%
from portfolio

CO₂ intensity

32

kg CO₂e/sqm lettable area



SCOPE 1: 29%

Natural gas, heating oil and car fuel

SCOPE 2: 53%

District heating and electricity

SCOPE 3: 18%

Upstream emissions from energy supplies, procurement, commuter travel, business travel, waste removal

9.21%

Emissions from purchased goods and services



Deutsche Wohnen carbon footprint 2021

In t CO ₂ e	Administrative locations		Nursing segment		Portfolio (absolute)		Portfolio (like-for-like)	
	2021	2020	2021	2020	2021	2020 ⁵⁴	2021	2020 ⁵⁴
Scope 1:								
direct emissions	370	392	4,065	4,997	89,759	96,982	82,364	83,373
Emissions from stationary combustion	200	219	4,005	4,937	89,759	96,982	82,364	83,373
Natural gas (fossil)	200	219	4,005	4,937	87,228	93,532	79,960	80,225
Heating oil (fossil)	0	0	0	0	2,531	3,450	2,404	3,148
Emissions from mobile combustion (fleet)	170	173	60	60	-	-	-	-
Scope 2:								
indirect emissions from purchased energy (market-based)	589	672	3,562	3,769	164,507	168,896	159,616	161,122
(Communal) electricity	0	0	1,508	1,688	2,241	1,746	1,618	1,550
District heating	589	672	552	652	82,195	83,212	79,367	79,974
Local heating	0	0	1,502	1,429	79,707	83,432	78,267	79,136
Tenant electricity for heating	-	-	-	-	364	505	364	462
Scope 2:								
indirect emissions from purchased energy (location-based)	1,422	1,618	7,923	9,034	226,604	224,011	218,685	219,671
(Communal) electricity	395	649	5,123	6,693	13,501	11,131	11,618	11,131
District heating	1,026	969	1,298	912	133,032	128,943	128,436	128,943
Local heating	0	0	1,502	1,429	79,707	83,432	78,267	79,136
Tenant electricity for heating	-	-	-	-	364	505	364	462
Scope 3:								
indirect emissions along the value chain	1,037	1,194	1,513	1,555	55,137	67,261	47,334	47,815
(Cat. 1) Emissions from purchased goods, services and capital goods	54	54	-	-	5,261	14,761	-	-
Refurbishment	-	-	-	-	3,820	4,969	-	-
New construction	-	-	-	-	0	7,820	-	-
Tenant turnover	-	-	-	-	1,441	1,971	-	-
(Cat. 3) Upstream emissions from energy supplies	137	156	1,513	1,555	49,853	52,408	47,334	47,815
(Cat. 5) Emissions from waste generated in operations	-	-	-	-	23	92	-	-
(Cat. 6) Emissions from business travel	46	97	-	-	-	-	-	-
(Cat. 7) Emissions from employee commuting	800	887	-	-	-	-	-	-

54 The final energy consumption figures and corresponding CO₂ emissions have been updated and differ from those provided in the Sustainability Report 2020. This is attributable to updated final energy figures and data on the heating providers' energy sources.

Legend: "0" = no emissions; "-" = not measured or not relevant

Strategic KPI: climate emissions intensity, portfolio⁵⁵

In t CO ₂ e	Absolute		Like-for-like	
	2021	2020	2021	2020
Climate emissions per sqm of lettable area	0.032	0.033	0.032	0.032
Climate emissions per unit	2.0	2.0	2.0	2.0

⁵⁵ Climate emission intensity per sqm lettable area and unit is based on the energy consumption figures for the whole portfolio or the like-for-like framework. All the Scope 1 and Scope 3 emissions (cat. 3) and the market-based Scope 2 emissions were used for further calculation. For the reference values for the absolute and like-for-like figures, see the explanations in the footnotes under the table "Energy consumption, portfolio".

Society

Estates

	Unit	2021	2020	2019
Support for non-profit initiatives and people in difficult social circumstances				
Share of new lets to people eligible for social housing	%	27	30	25
Proportion of commercial units used by small businesses	%	60	60	60
Proportion of commercial space used for social/non-profit purposes	%	16	11	10
Support for non-profit initiatives, donations and sponsorship	EUR m	2.2	1.9	1.9
Preservation of historic buildings				
Investments in the refurbishment of listed buildings	EUR m	16.7	3.2	11.4

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