

Press Release

Deutsche Wohnen presents results of its 2018 stakeholder survey on sustainability

Berlin, 13 December 2018. From September to November 2018, Deutsche Wohnen carried out a comprehensive survey of its stakeholders regarding the topic of sustainability. It is now presenting its results. Approximately 670 representatives of the company's various stakeholder groups were requested to rate the importance of a broad spectrum of sustainability topics relevant for the housing industry and to assess the company's performance with respect to these topics. The survey was carried out both online and in qualitative interviews. Of the stakeholders contacted – customers, employees, investors and analysts, business partners, the media, policymakers, associations and civil society – around 28% participated in the survey.

Three years after the company's last stakeholder survey, 77% of participants rate Deutsche Wohnen's development as positive. The contributions to climate protection the company has made via its extensive modernisation and refurbishment measures were highlighted in particular.

In the stakeholders' view, the most relevant topics are customer satisfaction, customer health and safety and dialogue with tenants. These results confirm the outcome of the stakeholder survey from autumn 2017. In addition, the answers show the high importance of long-term and fair business. The survey participants rated topics like equipping residences with "smart home solutions" and taking into account "biodiversity", for instance, as less important.

The participants rated the company's performance the highest in the areas of long-term economic stability and compliance. Its commitment to preserving historical buildings and building culture is also viewed positively. The areas of customer satisfaction and dialogue with policymakers, local authorities and civil society are viewed as having scope for optimisation.

In their qualitative interviews, the experts emphasised that the provision of housing and living space goes hand in hand with social responsibility, which in times of housing scarcity and social change is more crucial than ever. This also necessitates where own actions are concerned offering high transparency standards to the public. Like all companies in the sector, Deutsche Wohnen faces the challenge of balancing the need for energetic refurbishment with the provision of affordable housing.

When asked about challenges and trends that will arise over the next ten to 20 years, the topics of digitalisation, energy efficiency, creation of housing and district development were

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named in particular. Deutsche Wohnen considers itself to be well equipped in this regard, as these topics are soundly embedded in the strategic sustainability programme it launched in early 2018.

“We firmly believe that acting sustainably is the key to future-proofing Deutsche Wohnen as well as to the benefit of our stakeholders. A strategic approach and consistent embedding of sustainability throughout the company are thus a top priority for us. In our sustainability programme, we have set ourselves ambitious targets in all the relevant areas of action. The results of the stakeholder survey confirm that we have chosen our priorities appropriately: expanding customer orientation and the broad-ranging investment programme for forward-looking refurbishment and modernisation of our holdings,” explains Michael Zahn, Chief Executive Officer of Deutsche Wohnen SE.

Transparent and comprehensive communication on sustainability issues is a key concern for Deutsche Wohnen. Stakeholders were therefore also asked how they inform themselves about sustainability at Deutsche Wohnen: in addition to the website (70%) and the annual report (45%), the participants are increasingly referring to the sustainability report, which was named by 43% and thus continues to make awareness gains.

Systematic surveys are a central component of Deutsche Wohnen’s dialogue with its stakeholders. This year’s results will be analysed and evaluated in December 2018 as part of the work of the newly formed Sustainability Committee. Among other things, they will provide important impulses for the ongoing strategic development of the sustainability programme and the 2018 sustainability report, which will be published in May.

Deutsche Wohnen

Deutsche Wohnen is one of the leading publicly listed property companies in Germany and Europe. Its operating focus is on managing and developing its portfolio, concentrating on residential properties. As of 30 September 2018, its portfolio comprised 165,634 units, of which 163,057 are residential and 2,577 commercial. Deutsche Wohnen is listed on Deutsche Börse’s MDAX index and also traded on the leading indices EPRA/NAREIT, STOXX[®] Europe 600 and GPR 250.

Important note

This publication is neither an offer to sell nor a solicitation to buy securities.

To the extent that this document contains forward-looking statements, these are not facts and are recognisable by such words as ‘will’, ‘expect’, ‘believe’, ‘estimate’, ‘intend’, ‘endeavour’, ‘assume’ and similar expressions. These statements express the intentions, opinions or current expectations and assumptions of Deutsche Wohnen and the individuals acting in concert with it. The forward-looking statements are based on current plans, estimates and forecasts that Deutsche Wohnen and the individuals acting in concert with it have made to the best of their knowledge, but do not make any

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