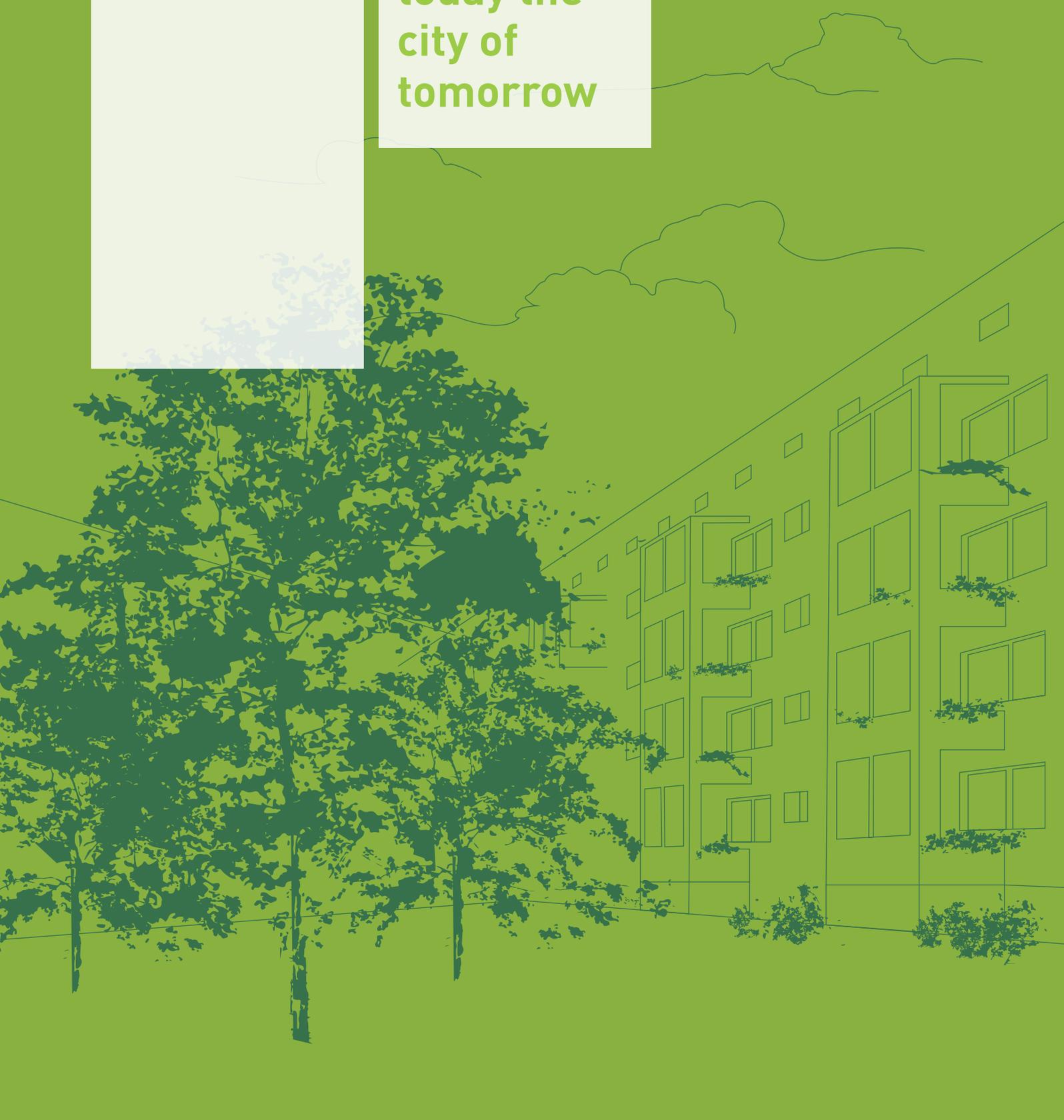


Sustainability  
Report 2017



Creating  
today the  
city of  
tomorrow



## About this report

This is Deutsche Wohnen SE's sixth Sustainability Report in accordance with the Global Reporting Initiative (GRI) standard. It describes our understanding of sustainability and discloses relevant information about our sustainability achievements. We have also compiled important key figures and – where possible – comparative data. In the interests of comprehensive, transparent communication, this report is aimed at our clients (tenants and purchasers), employees, investors, analysts, business partners, journalists, associations, policymakers and administrative bodies as well as all other stakeholder groups. Deutsche Wohnen SE's Sustainability Report is published annually in German and English. It is available as an online PDF on our website.

| GRI 102-52

## Reporting period and boundaries

This Report contains information about Deutsche Wohnen SE and its subsidiaries; the shareholding in KATHARINENHOF® Seniorenwohn- und Pflegeanlage Betriebs-GmbH does not form a part of this Sustainability Report.

| GRI 102-45

The data included relates to the 2017 financial year (1 January 2017 to 31 December 2017). Wherever relevant, developments and information up to the editorial deadline of 20 April 2018 are also covered. The Report's focal areas are derived from a materiality analysis conducted in accordance with the GRI guidelines in 2015.

| GRI 102-46  
| GRI 102-50  
| GRI 102-51

## Reporting standards

Since as early as 2013, we have complied with the globally recognised GRI guidelines when reporting on our sustainability activities as well as economic, ecological and social indicators. For the 2017 reporting, we switched from GRI G4 to the updated GRI Standards. The GRI content index can be found in the appendix to the report. Throughout the text, details are provided of which standards have been applied. This Sustainability Report therefore complies with the GRI Standards "Core" option.

In addition to this, we are committed to upholding the German Sustainability Code (Deutscher Nachhaltigkeitskodex – DNK) and meet the supplementary requirements which specifically apply to the real estate sector. Our DNK Declaration of Compliance is published in the DNK database at [www.deutscher-nachhaltigkeitskodex.de](http://www.deutscher-nachhaltigkeitskodex.de).

## Non-financial statement

As part of our Annual Report 2017, on 23 March 2018 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 – CSR-RUG), which came into force in Germany in 2017. The non-financial statement has undergone a voluntary limited assurance review by the auditing firm KPMG AG. You can find our non-financial statement on page 84 of the Annual Report 2017.

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## Editorial by the Chief Executive Officer

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GRI 102-15

Ladies and gentlemen,  
dear readers,

What are the key issues for us – as a major property company – when it comes to successful and sustainable business? First and foremost, they are the central questions that our society is facing. Questions related to climate change, urbanisation and an ageing society, to name just three of the most important issues.

There are more than 20 million rented units in Germany and these have an essential bearing on the sustainable development of the country as a whole. These rented units account for around 40% of final energy consumption, equating to approximately one third of carbon emissions in Germany. With our portfolio of more than 163,000 residential and commercial units, we have a major responsibility in this regard. We are therefore investing more than EUR 1 billion in optimising the living quality and energy efficiency of our property portfolio. And this is proving to be a success – the energy footprint of close to three quarters of our residential units is already better than the comparable average consumption of residential buildings in Germany.

We are therefore actively contributing to reducing the country's CO<sub>2</sub> emissions. This entails our performing a difficult balancing act in which we reconcile climate protection, energy efficiency and social aspects with economic necessities. We frequently explore entirely new directions to this end, which we discuss with our stakeholders. The survey conducted among our tenants in the year under review told us we are on the right track in spite of some publicly voiced critical opinions.

Lifestyle habits and notions of good living are changing. These changes include a demand for greater sustainability and the desire to live in high-growth and prosperous conurbations. We are meeting this change by creating new housing in these locations – 2,500 new residential units are set to be created in Berlin, Frankfurt/Main, Leipzig and Dresden by the end of 2022, all based on widely accepted sustainability criteria. Throughout, we remain true to ourselves and always provide more than merely converted living space. In addition to offering a diverse array of services, we develop new neighbourhoods and innovative living concepts as well. Plus, we prepare our residential units for the challenges of the future in terms of technology and energy consumption.

Germany faces another challenge which will require a great many ideas and even greater drive, namely demographic change. Despite immigration, our country is ageing, which means residential units are needed that are developed with older residents in mind. With our nursing properties comprising approximately 6,700 beds and apartments for assisted living, we are in a strong position in the area of residences for the elderly and we intend to further consolidate this position. Here, we strive to not only make architecture and furnishings age-appropriate, but also treat people with dignity and offer attractive living conditions.

There is an additional aspect to demographic change which requires our attention and this is the shortage of skilled employees. While it may sound like a truism, the fact is that our significant economic success is founded on the abilities, the dedication and the innovativeness of our employees, and this is something which is very important to us. What's more, they provide a link to our most important stakeholders, the tenants. In the year under review, we had more than 600 employees alone attending to tenant matters.



Michael Zahn  
CEO of Deutsche Wohnen SE

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One of our primary interests is acquiring and retaining the best employees. To this end, we offer prospects that only a highly future-oriented company is able to offer, such as flexible working hours, modern workplaces, attractive benefits and a wide array of vocational training opportunities. Our staff and executives engaged in around 18,000 hours of further training in 2017. In addition to tailored and digitally assisted learning, we focus on intergenerational and knowledge-preserving cooperation and leadership. At all times, we trust in our corporate culture, which is founded on mutual respect, diversity and equal opportunity.

We take a structured and planned approach to everything we do, including our endeavours in the area of sustainable business. These are based on our sustainability programme comprising our strategic goals in five areas of action and the related concrete measures. In this report, we present projects and activities that demonstrate how much we are doing to become an increasingly sustainable company by the most direct means. Our stakeholders' expectations are the impulse behind our actions – today, tomorrow and further in the future.

Berlin, May 2018

A handwritten signature in black ink, appearing to be 'Michael Zahn', written in a cursive style.

Michael Zahn  
CEO of Deutsche Wohnen SE

## About Deutsche Wohnen: business model and Group structure

Deutsche Wohnen SE and its subsidiaries (hereinafter referred to as “Deutsche Wohnen”) is currently the third largest publicly listed real estate company in Europe, based on market capitalisation. The firm is listed on the MDAX stock index of the Deutsche Börse and is headquartered in Berlin.

Deutsche Wohnen’s property portfolio includes more than 163,000 residential and commercial units with an aggregate value of approximately EUR 19.6 billion.<sup>1)</sup> Our portfolio also comprises nursing properties with some 6,700 beds<sup>2)</sup> and apartments for assisted living.

Deutsche Wohnen operates exclusively in Germany. Our core regions are primarily Greater Berlin, the Rhine-Main region, the Rhineland, Dresden, Hanover/Braunschweig and other growing metropolitan areas. Due to their economic growth, positive net immigration and insufficient new construction, these conurbations offer a good basis for our investment focus on residential properties. In the light of demographic change, we also see nursing properties as a growing segment.

With its Management Board and Supervisory Board, Deutsche Wohnen has a dual management and supervisory structure. The Management Board manages the company and is directly responsible for the conducting of its business operations; its members are appointed by the Supervisory Board. The Management Board develops the strategy, agrees this with the Supervisory Board, and ensures its implementation. In turn, the Boards are subordinate to the Annual General Meeting, at which the company’s shareholders vote on decisions of importance to the firm.

Deutsche Wohnen has a three-tier Group structure. The uppermost level consists of Deutsche Wohnen SE, comprising the divisions Asset Management, Corporate Finance, Finance, Tax, IT/Organisation, Human Resources, Marketing, Investor Relations, Corporate Communication, Strategy and Legal/Compliance. It acts as a traditional holding company.

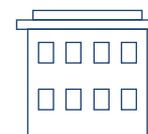
The operating companies make up the middle level and are the value creation tier. These include Deutsche Wohnen Beschaffung und Beteiligung GmbH (DWB), Deutsche Wohnen Management GmbH (DWM), Deutsche Wohnen Immobilien Management GmbH (DWI), Deutsche Wohnen Corporate Real Estate GmbH (DWC), Deutsche Wohnen Construction and Facilities GmbH (DWCF), Deutsche Wohnen Kundenservice GmbH (DWKS) and FACILITA Berlin GmbH. Our holdings are managed by our wholly owned subsidiaries. For details of operational responsibilities, please refer to the “Responsibility for the property portfolio and sustainable new construction” and “Responsibility for the environment and the climate” chapters.

The Group’s foundations are made up of asset companies which hold our properties. This structure allows rapid organisational adjustments to be made as the Group grows.

In addition to our core business areas, we operate through strategic shareholdings and offer property-related services via subsidiaries. Doing this strengthens our customer contact and safeguards service quality. More information can be found on page 24 of the Annual Report 2017.

Management approach  
GRI 201

GRI 102-1  
GRI 102-3



GRI 102-6  
GRI 102-7

Residential and  
commercial units

163,000

GRI 102-4

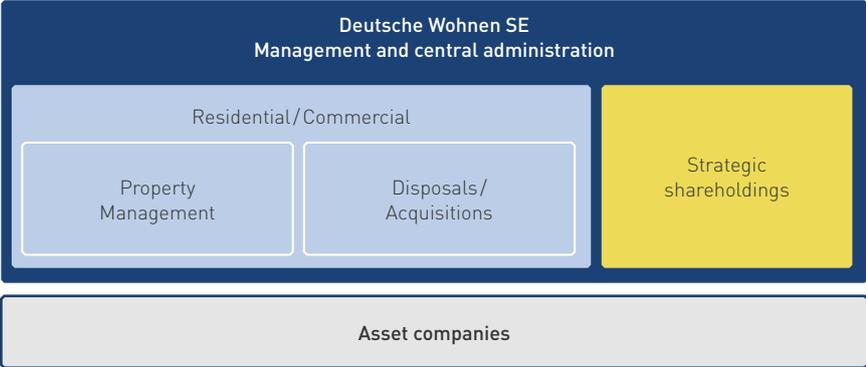
GRI 102-18

GRI 102-2

GRI 102-2

GRI 102-45

<sup>1)</sup> Excluding advance payments, properties under construction and undeveloped land.  
<sup>2)</sup> Of these, 4,132 beds were acquired as of 1 January 2017.



As well as being listed on the MDAX stock index of the Deutsche Börse, Deutsche Wohnen is included in additional major indices such as EPRA/NAREIT, GPR 250 and STOXX® Europe 600. MFS, BlackRock, Norges, Vonovia and APG currently (as of 20 April 2018) hold approximately a third of the shares in Deutsche Wohnen. The remaining two thirds of shares belong to institutional investors and private shareholders in Germany and abroad whose shareholdings do not exceed the statutory reporting threshold of 3%.

I GRI 102-5



# RESPONSIBLE CORPORATE MANAGEMENT

## Our targets

---

### **Strategically manage sustainability activities**

- › Initiate a strategic sustainability programme
  - › Establish a sustainability committee
  - › Make long-term targets a component of the remuneration system for the Management Board and executives
- 

### **Embed Deutsche Wohnen's sustainability philosophy in the minds of business partners and suppliers**

- › Initiate a Code of Conduct for business partners and suppliers
  - › Work predominantly with regional suppliers and business partners
  - › Pay greater attention to ecological aspects in conjunction with procurement (maintenance, modernisation, new construction)
- 

### **Expand stakeholder dialogue**

- › Actively include sustainability issues in stakeholder communication
  - › Conduct regular stakeholder surveys in relation to sustainability activities and requirements (every three years)
  - › Develop new dialogue formats with political office-holders at national, state and local level
-

## Our pathway to sustainability

We want to play a leading role in sustainability within the residential property sector. As well as safeguarding our company's future viability, this is also part of our duty to our stakeholders. To achieve this, we need to take a structured, methodical approach.

Deutsche Wohnen has adopted a new strategic sustainability programme – with ambitious targets in five areas of action and associated measures. We document our progress and manage our activities with the aid of meaningful key figures. This ensures that our achievements are transparent, credible and comparable.



## Managing the company sustainably

With its core line of business – providing housing – the real estate industry has a direct influence on how people live together and the way in which cities are designed. As one of Europe's three largest real estate companies, Deutsche Wohnen therefore believes it has an obligation to act responsibly that goes beyond its economic objectives.

Having seen strong corporate growth in recent years, Deutsche Wohnen now faces major challenges. We see these as an opportunity to strategically embed responsible corporate management even more stringently and to integrate it even more strongly into our day-to-day activities.

### Four cornerstones of corporate management

To achieve this, we have identified four key issues in the corporate management area of action on which our sustainability strategy is built. **Long-term economic stability** forms the basis. To strengthen this, we focus firstly on the quality of our portfolio and services. Secondly, we consistently act in line with the needs of our clients – both tenants and purchasers.

To ensure we do not lose sight of relevant issues and can monitor the positive impact of our actions, we need a **clear corporate vision and strategy with regard to sustainability**. With this in mind, Deutsche Wohnen has adopted a corresponding mission statement. In addition to this, we have revised our sustainability programme from a strategic perspective.

We understand the importance of a constructive dialogue with all relevant and interested parties as it enables us to recognise challenges and opportunities and approach them proactively. Ensuring **transparency and intensive dialogue with our stakeholders** allows us to pick up on directional impulses in the company's environment as well as set our own.

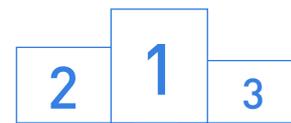
Throughout, we view it as a matter of course to act lawfully and fairly at every level of our business operations. **Compliance** is therefore a high priority within our corporate management.

As a primary area of action, responsible corporate management provides the framework for the other areas of action also set out in our mission statement. These include responsibility for our property portfolio and new construction as well as for our clients and employees. Furthermore, we pay attention to the impact of our business activities on the environment and the climate and are committed to supporting society in Deutsche Wohnen's environment.

### Positive economic environment

Deutsche Wohnen takes a long-term approach in its business operations. Our company's economic stability is a significant factor in this regard. This is ensured by the size and quality of our property portfolio and by concentrating on attractive growth regions within Germany. To lastingly safeguard Deutsche Wohnen's organic growth, we improve the quality of our portfolio by making targeted investments in our property holdings. In addition to this, we plan to build around 2,500 new units over the coming years, thereby creating housing which is urgently needed in our core regions. At an elementary level, our business activities also benefit from the efficiency of our real estate platform with its exceptionally well-trained employees.

| GRI 102-15



One of the three largest  
property companies in Europe



## Our sustainability strategy

We firmly believe that acting sustainably is key to future-proofing Deutsche Wohnen as well as to the benefit of our stakeholders. Thus, we strive to play a leading role in this field within the residential property industry and to enhance the transparency and comparability of sustainable activities.

Our strategic approach is to combine cost-effectiveness with housing quality and energy efficiency. We invest heavily in our portfolios, proactively modernise them and refurbish them. In doing so, we always pay attention to energy considerations and the use of environmentally friendly and long-lasting materials.

Everything we do is based on our corporate culture, which centres on credibility, transparency and ethical behaviour. As part of our Group strategy, sustainability is also embedded in our day-to-day workflows.

## Sustainability programme with targets and measures

Our sustainability programme consists of strategic and operationalised targets and associated measures. It also documents our progress in the relevant areas. The programme paves the way for steering our sustainability-related objectives, which also contribute towards achieving our corporate goals. At the beginning of this year, the various divisional managers worked with the Management Board to develop the new strategic sustainability programme, which is geared more heavily towards targets for specific areas of action and includes concrete measures and their management via key figures. The new sustainability programme is presented in this Sustainability Report.

Within the Management Board, the CEO is responsible for the topic of sustainability. Operational responsibility is held by Sustainability Management/CSR within the Strategy division. In 2018, we will also establish an interdisciplinary sustainability committee.

## Deutsche Wohnen wins the EPRA Sustainability Most Improved Award 2017

In September 2017, we were presented with the EPRA Sustainability Gold Award in the category "Most Improved" at a ceremony in London in recognition of our efforts to make our sustainability reporting more transparent. The European Public Real Estate Association (EPRA) launched the annual sustainability awards in 2012 to encourage firms in the property sector to report on sustainability more openly in accordance with the EPRA Best Practices Recommendations on Sustainability Reporting (EPRA sBPR). The second version of these guidelines was introduced in September 2014 and served as the basis for our 2016 reporting. This approach ensures continuity and comparability for investors within the European real estate industry as regards the environmental impact of both our portfolio and our own administrative locations.



## The principle of responsibility

# DEUTSCHE WOHNEN – OUR SUSTAINABILITY MISSION STATEMENT

As a large private enterprise in the housing industry, many different interests converge upon us. Our clients, shareholders and employees – as well as academics, policymakers, authorities and the general public – rightly monitor how we fulfil our responsibility.

Above all, they are interested in our far-reaching investments in modern residential holdings and high standards of ecological technology. At the same time, we are also facing demands for stable rents and affordable new buildings. We want to reconcile these expectations and challenges – without losing sight of quality, financial viability, and our social and ecological responsibility.

However, our stakeholders are not the only ones who place expectations on us – we do that ourselves as well. There are fundamental questions to which we hope to find answers: how can we make responsible use of the finite space in German conurbations? How will we tackle demographic change? How can we use energy intelligently? In short, we are driven today by housing concepts for the cities of tomorrow.



### Of responsible corporate management

To succeed long-term, businesses must accept their corporate responsibility. Of this we are convinced. At the same time, we also want to take central societal challenges into account. These include advancing urbanisation, the severe shortage of housing, climate change, the digitisation of our personal and professional lives, and demographic change with the associated shift in residential requirements. These complex challenges require new concepts regarding both the way in which people live together and mobility.

Our commitment to sustainability goes beyond our company's direct actions and decisions as well. We make the same demands of our suppliers as we do of ourselves. Important parameters in this regard are our sustainability criteria and regionality. Furthermore, we ensure that natural resources are conserved and drawn from renewable sources whenever possible. This disposition is supplemented by maxims which go without saying but we would nevertheless like to mention. Firstly, we are a fair, reliable partner for our stakeholders. Secondly, we are uncompromising in our compliance with legislation and regulations and use ethical benchmarks to measure our actions.



### Of satisfaction and sustainable new construction

Customer satisfaction safeguards our economic success. With this in mind, we constantly work to make sure that our clients are happy and view us as a partner who provides cross-generational housing which enables a good, attractive standard of living. We offer more than just converted living space: our aim is to provide quality of life with our extremely comfortable properties and our range of services. To achieve this, we invest in both energy-efficient fittings featuring modern technology and innovative housing concepts of tomorrow. Our proprietary smart home solutions play a key role in this.

Living accommodation is of vital importance – there is no doubt about that. However, the shortage of affordable housing in metropolitan areas and conurbations is making it much harder to meet this fundamental need. That is why we are doing what needs to be done: building new, modern apartments which provide attractive living conditions. Our new construction projects are based on widely recognised sustainability criteria which apply to the entire life cycle of a property.



### Of responsibility for the environment and the climate

For us, climate change is a fact which is beyond debate. We use our knowledge, experience and energy to develop and realise solutions that help to achieve the targets set by policymakers. The building sector accounts for approximately 40% of energy consumption and around 30% of national carbon dioxide emissions. It is to be "decarbonised" by 2050. With around 20 million rented units, the housing industry plays a key role in Germany's climate policy.

So what are we doing to achieve this goal? We are actively reducing the environmental impact of our existing buildings by making lasting investments in energy-efficient refurbishment. Furthermore, we are modernising our technical systems with a view to making energy management at our properties more and more efficient. And this is proving to be a success – the energy footprint of about three quarters of our residential units is already better than the average consumption of residential buildings in Germany. In short, we are on the right track when it comes to reducing CO<sub>2</sub> and protecting the climate.



### Of responsibility for our employees

Digitisation is not just revolutionising products and fields of business: it is also revolutionising the labour market and individual workstations. Here, too, we are working today on ideas and solutions for tomorrow. This is not a merely selfless undertaking: we want and need to be viewed as an attractive, modern employer by our staff in order to counteract demographic change and the shortage of skilled employees. That is why we want to offer our staff flexible working hours, modern workplaces, attractive benefits and forward-looking development. We focus on tailored, digitally assisted learning and on inter-generational, knowledge-preserving cooperation and leadership. We trust in our corporate culture, which is founded on mutual respect, diversity and equal opportunity.



### Of responsibility for society

Our mission extends far beyond the provision of apartments. We see our role as creating homes and vibrant districts which offer people attractive living conditions, whether they are young, old, single or part of a family. The preservation of historic buildings and construction culture are also important social issues for us. Our portfolio includes a number of historic buildings listed as UNESCO World Heritage sites. This enables us to link our social and societal commitment closely with our core line of business. Furthermore, we support social causes by means of our wide-ranging involvement in cultural, artistic and sporting projects and initiatives.

## Strategic sustainability programme

### 1. RESPONSIBLE CORPORATE MANAGEMENT

Strategic target	Operationalised targets	Deadline
Strategically manage sustainability activities	a) Initiate a strategic sustainability programme	2018
	b) Establish a sustainability committee	2018
	c) Make long-term targets a component of the remuneration system for the Management Board and executives	2019
Embed Deutsche Wohnen's sustainability philosophy more strongly in the minds of business partners and suppliers	a) Initiate a Code of Conduct for business partners and suppliers	2019
	b) Work predominantly with regional suppliers and business partners	continuous
	c) Pay greater attention to ecological aspects in conjunction with procurement (maintenance, modernisation, new construction)	2018
Expand stakeholder dialogue	a) Actively include sustainability issues in stakeholder communication	2018
	b) Conduct regular stakeholder surveys in relation to sustainability activities and requirements (every three years)	2018
	c) Develop new dialogue formats with political office-holders at national, state and local level	2018

### 2. RESPONSIBILITY FOR THE PROPERTY PORTFOLIO AND SUSTAINABLE NEW CONSTRUCTION

Strategic target	Operationalised targets	Deadline
High level of customer satisfaction	a) Derive measures after conducting regular tenant surveys every two years	continuous
	b) Constantly further develop tenant dialogue formats (especially by expanding digital formats)	continuous
Portfolio meets good, up-to-date, future-proof quality criteria, thereby exceeding the industry standard	a) Investment programme in excess of EUR 1.2 billion to refurbish and modernise 30,000 residential units	2022
Create new housing in conurbations	a) Investment programme to create 2,500 residential units in line with widely accepted sustainability criteria	2022

### 3. RESPONSIBILITY FOR EMPLOYEES

Strategic target	Operationalised targets	Deadline
Targeted recruitment and integration of new employees	a) Implement a staff recommendation programme b) Set up various talent pools c) Expand active sourcing	2018
Keep employee retention levels high	a) Conduct regular employee surveys every two years b) Digitalise and optimise processes to boost job attractiveness c) Introduce a needs-based digital health management system d) Expand long-term incentive systems	2018
Adjust staff development to the requirements of the new working world	a) Strengthen executives in their changing role b) Expand digital learning and communication formats c) Broaden the range of traineeships and dual courses of study d) Offer at least 90% of trainees a permanent contract following successful completion of their training e) Support junior staff at the company via a talent programme	2018
Ensure there is no discrimination	a) Comply with Code of Conduct b) Appoint women to at least 40% of executive positions within the Deutsche Wohnen Group	continuous

### 4. RESPONSIBILITY FOR THE ENVIRONMENT AND THE CLIMATE

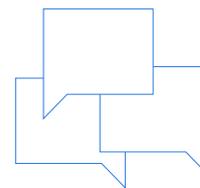
Strategic target	Operationalised targets	Deadline
Save 20,000 t of CO <sub>2</sub> emissions from 2022 onwards	a) Carry out the refurbishment and modernisation of 30,000 residential units with a view to energy conservation	2022
	b) Replace outdated heat generation plants with modern systems	2020
	c) Initiate a mass pilot project for the smart home solution actuator/sensor technology to enable intelligent building management for 3,000 residential units in Berlin	2018
	d) Gradually reduce the portfolio of oil-fuelled properties to a maximum of 1%, switching to eco-friendly energy sources	2021

### 5. RESPONSIBILITY TOWARDS SOCIETY

Strategic target	Operationalised targets	Deadline
Expand, continue and structure corporate social responsibility activities	a) Implement a guideline for social and cultural activities	2021
	b) Draft a concept for taking issues of construction culture into account more strongly when completing new construction and modernisation projects	2019
	c) Commit to supporting youth sport	2018
Promote a vibrant neighbourhood structure	a) Make 4–5% of new letting space available for social and charitable purposes b) Actively shape (small) commercial sites within the portfolio	continuous continuous

## Identifying material topics, utilising dialogue

Deutsche Wohnen's sustainability strategy and reporting both revolve around the topics within its areas of action which have been identified as relevant. We constantly monitor the latest developments and trends so that we can pick up on aspects of importance to our business operations. In addition to this, we regularly engage in dialogue with all of our stakeholders. Their opinions help us to gain a better understanding of the challenges we face and how our own sustainability activities fit into the bigger picture.



**500** participants in second stakeholder survey

### Systematic materiality analysis with stakeholder involvement

In line with the GRI guidelines, we conducted our second stakeholder survey in autumn 2015. This entailed asking more than 500 employees, business partners, tenants, purchasers, analysts, investors, and figures from both politics and society for their opinions online.

| GRI 102-43

We asked them to identify and assess the issues they considered to be most important for Deutsche Wohnen within our areas of action. Deutsche Wohnen's Management Board and senior executives then identified the most relevant topics from the company's perspective at a subsequent third-party-moderated workshop. These form the focus of our sustainability management system and the related reporting. In conjunction with economic impact considerations, these have guided the selection of the GRI Aspects and Indicators included in this Report.

Since 2018, the publication of a non-financial statement has been a legal requirement under CSR-RUG. As the concept of materiality is interpreted differently in GRI and CSR-RUG, we have continued to use the GRI guidance to determine material topics in this Sustainability Report. We have scheduled the next stakeholder survey for autumn 2018. Once this has been completed, we will also take into account an internal assessment of the issues based on the impact of our business activities, as required by the new GRI Standards.

| GRI 102-46

List of material topics

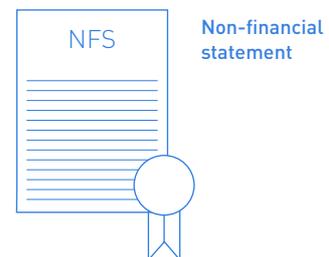
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Area of action	Material topics	GRI Standards <sup>3)</sup>
<b>Responsible corporate management</b>	<ul style="list-style-type: none"> <li>&gt; Long-term economic stability</li> <li>&gt; Transparency and dialogue with stakeholders</li> <li>&gt; Clear corporate vision and strategy with regard to sustainability</li> <li>&gt; Compliance</li> </ul>	<ul style="list-style-type: none"> <li>&gt; GRI 201 – Economic Performance (w)</li> <li>&gt; GRI 203 – Indirect Economic Impacts (w, o)</li> <li>&gt; GRI 205 – Anti-corruption (w)</li> <li>&gt; GRI 206 – Anti-competitive Behaviour (w)</li> <li>&gt; GRI 415 – Public Policy (w, o)</li> <li>&gt; GRI 418 – Customer Privacy (w, o)</li> </ul>
<b>Responsibility for the property portfolio and sustainable new construction</b>	<ul style="list-style-type: none"> <li>&gt; Regular maintenance and modernisation</li> <li>&gt; Creation of housing in conurbations</li> <li>&gt; Dialogue with tenants</li> <li>&gt; Selection of sustainable suppliers and materials for our maintenance, modernisation and new construction work</li> </ul>	<ul style="list-style-type: none"> <li>&gt; GRI 204 – Procurement Practices (o)</li> <li>&gt; GRI 301 – Materials (w, o)</li> <li>&gt; GRI 308 – Supplier Environmental Assessment (o)</li> <li>&gt; GRI 413 – Local Communities (w, o)</li> <li>&gt; GRI 414 – Supplier Social Assessment (o)</li> <li>&gt; GRI 416 – Customer Health and Safety (w, o)</li> <li>&gt; GRI 417 – Marketing and Labelling (w, o)</li> </ul>
<b>Responsibility for the environment and the climate</b>	<ul style="list-style-type: none"> <li>&gt; Innovation in the context of the generation of heat and energy for our holdings</li> <li>&gt; Modernisation of our holdings with a view to energy conservation</li> </ul>	<ul style="list-style-type: none"> <li>&gt; GRI 302 – Energy (w, o)</li> <li>&gt; GRI 303 – Water (w, o)</li> <li>&gt; GRI 305 – Emissions (w, o)</li> <li>&gt; GRI 306 – Effluents and Waste (w, o)</li> </ul>
<b>Responsibility for employees</b>	<ul style="list-style-type: none"> <li>&gt; Professional training and continuing education</li> <li>&gt; Promotion of work-life balance and family-friendly working conditions</li> <li>&gt; Diversity and equal opportunity</li> <li>&gt; Transparent structures and rights of co-determination</li> </ul>	<ul style="list-style-type: none"> <li>&gt; GRI 401 – Employment (w)</li> <li>&gt; GRI 402 – Labour/Management Relations (w)</li> <li>&gt; GRI 403 – Occupational Health and Safety (w)</li> <li>&gt; GRI 404 – Training and Education (w)</li> <li>&gt; GRI 405 – Diversity and Equal Opportunity (w)</li> <li>&gt; GRI 406 – Non-discrimination (w)</li> </ul>
<b>Responsibility towards society</b>	<ul style="list-style-type: none"> <li>&gt; Development of residential districts</li> <li>&gt; Safeguarding of historic building structures and preservation of historic buildings</li> </ul>	<ul style="list-style-type: none"> <li>&gt; GRI 203 – Indirect Economic Impacts (w)</li> <li>&gt; GRI 413 – Local Communities (w, o)</li> </ul>

First non-financial statement issued

We have already produced a non-financial statement on the basis of the GRI Standards. In 2017, we were able to define material issues as per CSR-RUG in an internal process involving the relevant specialist departments and the Management Board. As part of this, we assessed Deutsche Wohnen’s impact and risks with respect to the sustainability matters cited in the Act along with their significance for understanding our business performance.

In line with the aspects stipulated in CSR-RUG, our non-financial statement addresses the issues of combating corruption, energy, materials, soil degradation, contamination and environmental remediation, employment, local communities and human rights. The order in which these factors are addressed is based on the relevance of the impact of our business activities on the company’s environment as a whole, including the value creation chain.



3) Material within (w) or outside of (o) the organisation; allocation to more than one category possible

## Close dialogue with partners and stakeholder groups

GRI 102-40  
GRI 102-42  
GRI 102-43  
GRI 102-44

To enable us to operate sustainably, we want to gain an even better understanding of our stakeholders' needs because their interests largely shape the underlying conditions for the real estate industry. With this in mind, we have identified the following stakeholder groups and their requirements for the purpose of both planning our sustainability strategy and structuring our sustainability report: (prospective) clients (tenants and purchasers), (prospective) employees, investors and analysts (including rating agencies), business partners, policymakers and authorities, trade associations and the media. We maintain an active, wide-ranging dialogue with all of these groups, including during the reporting year.

Stakeholder group	Key issues	Specific dialogue formats and frequency
<b>(Prospective) clients (tenants/ purchasers)</b>	Tenants: affordable housing, dialogue with tenants Purchasers: development of residential districts, building fabric, tenant sensitisation	Website, Service Points, Service Centre, newsletter, E-Service, brochures, neighbourhood parties, exhibitions, tenant information events and tenants' offices for major modernisation work, tenant consultations, dialogue platform, personal meetings/ visits, tenant survey, discussions between tenants and policy-makers, "ideal apartment" hotline
<b>(Prospective) employees</b>	Long-term economic stability, staff matters	Website, Intranet, brochures (for example about training), biannual employee surveys, annual performance review, year-end appraisal, focus group (quarterly), addresses by the Management Board on specific issues (usually twice-yearly), company summer party, exhibitions, quarterly employee newsletter "bruno", welcome package and "welcome days" for new employees, conventions
<b>Investors and analysts (including rating agencies)</b>	Transparency and dialogue, sustainability strategy, long-term economic focus, attractiveness as an employer, holdings	Annual Report, quarterly reports, Sustainability Report, website, presentations, webcasts, ad hoc notifications, corporate news, Annual General Meeting, property tours, roadshows, (banking) conferences, attendance at trade fairs, teleconferences when annual and quarterly reports are published
<b>Business partners</b>	Long-term economic focus, sustainability strategy, staff training	Website, Annual Report, Sustainability Report, attendance at trade fairs, invitations to tender
<b>Policymakers and trade associations</b>	Portfolio, affordable housing, dialogue with tenants, staff matters	Annual Report, Sustainability Report, website, discussion panels and expert forums, political initiatives and alliances, modernisation agreements with boroughs, one-to-one meetings
<b>Media</b>	Portfolio, affordable housing, dialogue with tenants, staff matters	Annual Report, Sustainability Report, corporate brochure, website, press releases and meetings, conferences, one-to-one meetings, teleconferences when annual and quarterly reports are published

## In dialogue with ...

| GRI 102-44

### ... our clients

For our business activities to succeed, it is essential that we adjust to the needs and requirements of our current and prospective tenants. Continuous, wide-ranging dialogue with our clients plays an important role here because it allows us to understand precisely what these are. We have staff on hand to deal with questions and concerns at 23 Service Points. Whenever we plan refurbishment and modernisation projects, we provide information early on. At the same time, interested individuals can contact us via tenant information events and tenant consultations or in person. As well as stepping up information sharing, we have successfully trialled participatory processes and are increasingly involving our clients in decisions relating to the design of buildings and outdoor spaces, for example. The tenant survey we conducted in 2017 provided valuable feedback and comments. Overall, the results of the survey were positive. More than 70% of Deutsche Wohnen's clients are satisfied tenants. Nevertheless, it remains our goal to further enhance customer satisfaction.



### ... our employees

Regular, structured meetings with staff form the basis for our dialogue with our employees. Since 2014, we have been carrying out systematic employee surveys every two years. These deliver important insights into the needs of our workforce and also serve as the foundation for our staff and organisational development activities. The last employee survey in 2016 showed that both staff satisfaction and employees' identification with the company are high: more than 77% of respondents are satisfied with us as an employer. The next survey will take place in spring 2018. In addition, the focus group established in 2007 represents the interests of our employees by addressing current issues affecting the company.

### ... financial market players

As usual, we maintained regular dialogue with shareholders, analysts and (prospective) investors in the 2017 financial year. The Management Board and Investor Relations held a total of approximately 500 meetings with investors, with a particular focus on property tours, conferences and roadshows in Europe, the USA and Asia. This allowed us to offer them an open, transparent insight into our business model and strategy as well as present our future development prospects.

500

meetings with investors in 2017

### ... business partners

We strive for fair, long-term partnerships with the companies and tradespeople in our supply chain. Furthermore, we maintain ongoing talks with our long-term partners in the financial industry concerning the financing terms for our property portfolio and for acquisitions. The strong element of trust involved in our dialogue with these partners can be attributed to the transparency of our business model, our conservative investment profile and the often long-standing nature of our business relationships.

### ... media representatives

We maintain regular contact with various media representatives by means of press conferences, up-to-date press releases and numerous one-to-one meetings with journalists.

## Communicating with policymakers and authorities

| Management approach  
GRI 415

Policymakers at national, state and local level are all interested in Deutsche Wohnen's expertise as a leading residential property company. With our around 114,000 residential and commercial units in Greater Berlin, we are the largest private housing company in the region and thus an important point of contact for matters relating to the housing industry in Germany's capital city. In this regard, we communicate with all elected representatives in the Bundestag and the state parliament of Berlin, regardless of which political party they belong to. We held a greater number of talks with local decision makers in 2017, marking an increase in our dialogue with policymakers and authorities at municipal and borough level.

**Open discussion in Berlin's state parliament**

In June 2017, our Chief Executive Officer (CEO) Michael Zahn participated in an open discussion about the rent index, service, maintenance, modernisation work and – in particular – the refurbishment of the Otto Suhr Estate in Berlin-Kreuzberg at a meeting of Berlin state parliament's construction committee. The CEO took this opportunity to explain Deutsche Wohnen's business principles, philosophy and ethos to a large audience in greater detail. This proved helpful in clarifying the various positions and contributed towards a more in-depth dialogue with the political representatives and the local community.

**Dialogue with borough politicians in Berlin-Spandau**

Deutsche Wohnen is striving to open up communication channels with policymakers by signalling its willingness to engage in dialogue. Concrete one-to-one discussions with political representatives make it possible to present the different positions of those involved. In the past, for example, we have invited party representatives to our head office, our Service Points and our residential districts. These visits allow them to find out all about Deutsche Wohnen's strategy, business practices and commitments and clear up any misunderstandings which may have arisen.

**Agreement concerning the socially ethical refurbishment of a residential estate in Berlin-Pankow**

In August 2017, Deutsche Wohnen and Pankow Borough Council – represented by the Department for Urban Development and Public Services – signed a joint declaration stating that they would take a socially ethical approach to refurbishment measures at the Grellstraße/Prenzlauer Allee residential estate in Berlin-Pankow. By working together and holding constructive discussions, we found a way to allay any fears and concerns tenants might have before the relevant approvals were granted and construction work commenced.

## Transparency regarding donations, membership fees and state support

Deutsche Wohnen does not make any donations to political parties. Since 2014, our company has been a regular member of the Economic Council of the CDU (Wirtschaftsrat der CDU e.V.); we pay an annual membership fee of EUR 10,000 in this connection. In the reporting year, we spent a total of over EUR 300,000 on material memberships, including the Association of Residential Property Enterprises in Berlin-Brandenburg (Verband Berlin-Brandenburgischer Wohnungsunternehmen e.V. – BBU), the German Association for Housing, Urban and Spatial Development (Deutscher Verband für Wohnungswesen, Städtebau und Raumordnung e.V. – DV), the European Public Real Estate Association, and the Federal Association of German Housing and Real Estate Companies (Bundesverband Deutscher Wohnungs- und Immobilienunternehmen e.V. – GdW). We donated EUR 5,000 in 2017 to the summer party of the Parlamentskreis Mittelstand (PKM) of the CDU/CSU faction, the largest parliamentary group (representing the interests of medium-sized companies) in the German Bundestag.

I GRI 415-1

## Heating failure: Deutsche Wohnen takes action following public criticism

In winter 2016/2017, there were a number of cases of heating failing at Deutsche Wohnen's residential estates in Berlin. This prompted a media outcry, often accompanied by generalisations. We seized the opportunity to initiate concrete measures throughout the whole of our portfolio to prevent heating systems from failing in the future. A number of failings were identified in coordination processes with parties including service providers, partners and even our clients. We tackled these problems consistently as well by improving the flow of information and reporting procedures. This quickly proved effective, leading to a reduction of such instances in winter 2017/2018.

## Risk prevention via compliance and data protection

Management approaches  
GRI 102-16, GRI 102-17  
GRI 205, GRI 206,  
GRI 307, GRI 419

Deutsche Wohnen places great value on compliance with both legal provisions and the standards of the German Corporate Governance Code. Observing legal norms is primarily the responsibility of executives and the Compliance Officer. The latter is the central point of contact for all compliance matters. He/she informs the management, employees and business partners about relevant legal requirements and the consequences of breaching the regulations.

| GRI 102-11

The company also set up a whistle-blower system in 2017, which enables employees and contractual partners of the Deutsche Wohnen Group to report information on suspected serious violations of either the law or other regulations to a legal counsel. This can be done anonymously on request; whistle-blowers are protected by the legal counsel's duty of confidentiality. The counsel records suspected violations, evaluates them and, where necessary, forwards them to the Compliance Officer. There were no confirmed cases of corruption in the year under review.

| GRI 205-3

Our Code of Conduct, which prescribes and defines dealings which are in compliance with the law, applies to and is binding on all of the company's employees. Every new employee receives and commits to following the guidelines upon commencing his/her employment with the company. They are also available throughout the company via the Intranet. Whenever the Code of Conduct is updated, employees must explicitly confirm that they have been advised of the change. In addition, the managerial staff ensure that their employees are made aware of material compliance-related risks. Employees receive online training in the fundamentals of compliance. This training includes a final test and is mandatory; staff who successfully complete the course receive a certificate.

Processes which may have implications under competition law (such as acquisitions) undergo the relevant checks. The approval of the German competition authority (Bundeskartellamt) is then sought if applicable.

## Risk management ensures early identification and rapid response

Deutsche Wohnen's risk strategy aims to safeguard the continued existence of the company and increase its value as a going concern on a sustainable basis. Our risk management system makes sure that risks which are deemed material are communicated to the relevant decision makers in full at an early stage. This is essential in enabling us to initiate appropriate remedial action to avert or minimise any possible damage.

We have defined clear responsibilities within our risk management system. On one hand, we raise all employees' risk awareness and urge them to report potential risks. On the other hand, we have designated risk owners within the firm who are responsible for recognising, assessing, documenting and communicating all material risks which arise within their area of responsibility.

The Management Board bears overall responsibility for risk management. It decides upon the organisation of the related structural and procedural measures and upon the allocation of the necessary resources. Furthermore, the Management Board approves the documented outcome of the risk management activities and takes these into account in its strategic management. The following ten risk categories have been identified as part of Deutsche Wohnen's risk management activities:

- |                                  |                                    |
|----------------------------------|------------------------------------|
| 1. General corporate risks       | 6. Acquisition and sales risks     |
| 2. Legal risks                   | 7. Risks in the segment of nursing |
| 3. IT risks                      | 8. Performance risks – property    |
| 4. Letting risks                 | 9. Financial risks                 |
| 5. Performance risks – personnel | 10. Investment risks               |

In our estimation, sustainability-related risks primarily exist with respect to preventative environmental protection measures, such as legislative amendments affecting energy saving ordinances, environmental legislation or building regulations (risk category 2). Furthermore, there are risks in relation to data protection (risk category 1) and the quality of our property portfolio. The latter include, for instance, the condition of technical equipment or the incidence of hazardous substances (risk category 8). As part of the risk management system, compliance and corruption risks are subject to both regular and event-based risk inventories.

I GRI 102-11

## Preventing and combating corruption risks

Bribery and corruption risks are an important issue for the real estate industry. Like its peers, Deutsche Wohnen sees itself as facing these risks as we primarily operate in regions with a shortage of housing and high demand pressure. This leads to an increased risk of attempts to bribe staff, such as those responsible for letting apartments or awarding construction contracts. Furthermore, third parties – including public officials – can also be affected, for instance when it comes to speeding up modernisation and refurbishment measures or gaining anti-competitive and unfair advantages.

We believe that the above-mentioned scenarios pose a material risk of the company suffering reputational harm and a loss of credibility. That is why we have implemented clear, binding anti-corruption rules which are a central component of our compliance management system. These primarily take the form of our Code of Conduct and anti-corruption guidelines, which expressly prohibit corruption. In particular, our employees are not allowed to accept gifts in return for giving assurances as to the possible conclusion of a business transaction. The guidelines also prohibit employees from attempting to unlawfully influence business partners by according them preferential treatment, giving them gifts or granting them other benefits. Our managers are responsible for ensuring their staff understand the importance of complying with these regulations.

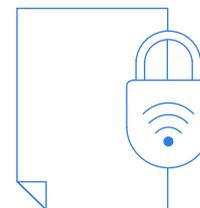
We use a proprietary e-learning programme for the purpose of continuous professional development in this field. We have also put in place a regulation regarding signatories. This is based on the principle of double-checking and imposes a range of requirements, tiered according to contract value. Whenever a contract is awarded, a second signature and a plausibility check are required.

We evaluate any suspected violations and cases of corruption as part of our regular risk reporting. Our processes or guidelines are adjusted if necessary.

## Compliance with statutory data protection ensured

Deutsche Wohnen processes its clients', employees', applicants' and business partners' personal data – for example in order to fulfil its contractual obligations or for purposes stipulated by law. Handling data responsibly and complying with statutory data protection provisions is a high priority for us. Our data processing procedures are documented.

The company has appointed an external Data Protection Officer, who advises us on data protection and data security measures and reviews all data processing procedures. Furthermore, the Data Protection Officer is responsible for conducting routine checks. An internal Data Protection Coordinator liaises with the internal data protection leads for each specialist unit and their respective topics.

Management approach  
GRI 418

Amended  
for new  
GDPR  
regulations

As per the legal provisions, individuals whose data is processed may make a complaint if they have grounds to suspect that their data has not been processed lawfully. In this case, the Data Protection Officer is informed and can be involved in responding to the complaints. There were no incidents in the year under review. Neither were any justified, relevant complaints filed by individuals in relation to the loss of client data.

I GRI 418-1

## EU General Data Protection Regulation: requirements implemented on time

The General Data Protection Regulation (GDPR) and Germany's Federal Data Protection Act (Bundesdatenschutzgesetz – BDSG) are the key pieces of legislation which set out the universally applicable rules regarding data protection. The GDPR comes into force on 25 May 2018 and imposes increased data protection requirements on companies such as ours. We have brought our business processes and data protection formalities into line with the new data protection legislation.

The necessary technical and organisational measures to protect data have been implemented and are optimised constantly. Updated data protection and data security guidelines have been issued. Our employees sign a confidentiality agreement when they join the company and receive regular training on data protection and data security.

## Protecting human rights

Deutsche Wohnen only operates in Germany, as do its direct suppliers. Compliance with national legislation virtually rules out the possibility of human rights violations. The applicable statutory regulations include, for example, the ban on child labour and forced labour, anti-discrimination legislation, the right to freedom of association and the right to collective bargaining.

The protection of human rights is a matter of course for us: this is an integral part of our corporate culture. We encourage diversity and prohibit all discrimination against our employees on grounds such as gender, age, ethnic origin, disability or sexual orientation.



Foster diversity



# RESPONSIBILITY FOR THE PROPERTY PORTFOLIO AND SUSTAINABLE NEW CONSTRUCTION

## Our targets

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### **High level of customer satisfaction**

- › Derive measures after conducting regular tenant surveys every two years
- › Constantly further develop tenant dialogue formats (especially by expanding digital formats)

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### **Portfolio meets good, up-to-date, future-proof quality criteria, thereby exceeding the industry standard**

- › Investment programme in excess of EUR 1.2 billion to refurbish and modernise 30,000 residential units

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### **Create new housing in conurbations**

- › Investment programme to create 2,500 residential units in line with widely accepted sustainability criteria
-



## Objective: satisfied tenants

We offer housing which enables a good standard of living with up-to-date fixtures and extensive services. Our tenants can also access support via our comprehensive network consisting of a central Service Centre and Service Points because we want our customers to be satisfied.

In 2017, we conducted our first tenant survey, which met with a good response and delivered valuable insights for our future alignment. 70% of respondents are satisfied with us as a landlord. When it comes to where they live, service, security and cleanliness are among the most important issues for our tenants.

## Making our property portfolio and new construction sustainable

Deutsche Wohnen's core line of business is heavily affected by changing underlying conditions and social challenges. This will remain the case in the future. For instance, the population of Germany's major cities will increase significantly. In 20 years, Berlin will be home to approximately 500,000 more people than it is today, representing population growth of 15%. Similar developments will be seen in other major cities. According to studies, the influx will primarily be attributable to young adults in the 18 to 25 age group. Meanwhile, Germany has a shortage of around one million apartments, especially in its metropolises. Furthermore, prices for residential units have risen by approximately a third in recent years, while rents have gone up by 15%.

A revolution is under way in how we live. The market for smart home solutions will grow to around EUR 4.3 billion by 2022. Digitisation will be a major area of action for the real estate industry in particular, including Deutsche Wohnen. At the same time, our society is ageing: by the year 2040, 21.5 million people will be aged over 66. Demographic change is increasingly affecting the need for care as well. 760,000 elderly people are already entitled to a place in a nursing home and that figure is rising sharply.

### Taking account of impacts on people, neighbourhoods and the environment

Deutsche Wohnen offers a product which has an impact on people's well-being and the quality of local community life. As well as housing conditions, this includes the way in which green spaces are designed and districts evolve. Our aim is to foster and develop neighbourhoods by combining our economic and social responsibility. That is because the company's long-term stability can be strengthened by high tenant satisfaction, which we constantly seek to enhance.

Clients' health and safety are our top priority. Potential contaminants such as asbestos – which was typically used during construction in the 1970s – are removed when tenancies change hands or as part of project work. Scrap materials are disposed of in line with regulations to ensure they do not pose a risk to people or the environment. We also comply with the latest regulations to ensure optimum health and safety protection. For example, we have created order and procurement lists stipulating which materials may be used in construction. Please refer to the "Responsibility for the environment and the climate" chapter for details of the ecological aspects of managing our holdings and new construction.

As part of our supplier management system, we assess our suppliers' ecological and social performance. Most of the partners and construction companies we hire operate in Germany or in regional markets. The high legal standards here allow us to limit sustainability-related risks. However, as part of the purchasing process we have to deal with a shortage of available tradespeople.

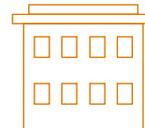
We ensure our holdings are sustainable by using our quality standards as a benchmark: during modernisation work, we update our properties' technology and energy performance, equip them with standard market fixtures which meet generational needs, and integrate new digital requirements and opportunities. During new construction projects, we observe widely accepted sustainability criteria at the development, planning and building stages. This paves the way for positive impacts throughout the life cycle of a building.

#### Management approaches

GRI 203  
GRI 204  
GRI 301  
GRI 307  
GRI 308  
GRI 413  
GRI 414  
GRI 416  
GRI 417



Increase smart home solutions through 2022 by



EUR

4.3 bn

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## Management structures for efficient target attainment

Deutsche Wohnen has derived three strategic objectives on the basis of current underlying conditions and requirements:

1. We aim to ensure high levels of tenant satisfaction in everything we do.
2. We want to contribute towards good standards of housing and living with the quality of our properties and associated services. Our aim is to continue surpassing the industry standard with the quality of our residential holdings. We will further develop corresponding concepts to link services with smart home solutions in a targeted fashion.
3. Given the growing demand for apartments and rising costs of living in conurbations, Deutsche Wohnen intends to keep pursuing its strategy of tapping the new construction potential of its own sites. Our wide-ranging projects include both large-scale project developments or new construction and redensification, for instance by means of infill and roof structures outside the city, in suburban locations and on inner-city sites.

The operational property management team oversees these activities. Our portfolio is managed by our wholly owned subsidiaries DWI/DWKS, DWM and DWCF. Their responsibilities include managing rental contracts, customer support, technical property maintenance and portfolio development, including new construction. FACILITA handles infrastructural facility management – including quality management – for our Berlin holdings.

## Focus on tenant satisfaction

We want to strengthen tenant communities to pave the way for stable district development. A persistently low vacancy rate helps us in this endeavour. We achieve this by means of efficient administration and fast processing at our Service Points. With these efforts, Deutsche Wohnen counteracts both potential costs and reputational risks for the company.

DWI and DWKS are responsible for managing our nationwide network of Service Points and letting offices with the aim of ensuring high customer satisfaction. These centres offer tenants the opportunity to contact the local administrative or technical service team with matters directly. Prospective tenants can also find the right person to talk to there. DWM oversees administration, rent management, receivables management and operations at Deutsche Wohnen Service Center GmbH (DWSC), the central Service Centre.

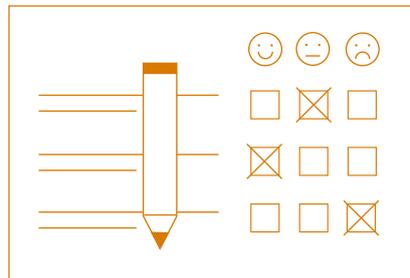
To find out more about client satisfaction, in 2017 we completed our first large-scale tenant survey. We intend to repeat this at regular intervals in the future to identify the need for – and success of – concrete improvements.



## Giving our tenants a say

Here are the findings of the tenant survey in brief:

- > 70% of our tenants are satisfied with us as a landlord
- > 80% of respondents are satisfied or very satisfied with their apartment
- > Just 4% are not satisfied at all
- > More than 80% of tenants are very interested in greater personal contact options on site or nearby
- > Clients expressed a desire for improvements in the areas of service, communication, apartments and residential estates
- > Service is the essential factor for customers' satisfaction with their landlord and their apartment
- > Security within the living environment is considered particularly important
- > A majority are interested in online services via an app



In late summer 2017, we conducted a survey lasting several weeks to find out how satisfied our tenants were with their apartment, their residential estate and Deutsche Wohnen as their landlord. Approximately 29,000 people, around 20% of our tenants, took up the opportunity to provide their feedback.

"We are pleased with the great response," said Michael Zahn, CEO of Deutsche Wohnen. "It became clear that tenants

are satisfied overall with their apartments and with Deutsche Wohnen as a landlord. At the same time, the results pinpoint where we need to make improvements and confirm our strategy of further expanding on our customer focus."

Across all of our regions, four out of five respondents are satisfied or very satisfied with their apartments. When asked about the most important issues in relation to their residential estate and living environment, the tenants primarily mentioned security, cleanliness and waste disposal. Michael Zahn added: "Our clients consider security in their living environment to be particularly important. This is not just important for us as a landlord to note. In my opinion, it is also relevant for social policy. We will do our part to set the right course in relation to the key issues of cleanliness and well-maintained green spaces."

The high response rate did not just delight Deutsche Wohnen: it was also good news for the children's charity Deutsches Kinderhilfswerk. For each completed questionnaire, Deutsche Wohnen donated EUR 1 to the project "Chancengerechter Bildungsstart" (Starting School on an Equal Footing), which donates a satchel full of equipment to children from all over Germany when they start school. The survey raised around EUR 30,000 for the initiative.

## Constantly improving the quality of our offering and concepts

For the sake of our clients, we strive to make our products and services transparent and understandable, for example when we produce an annual statement of operating costs and provide energy information as per the German Energy Saving Ordinance (Energieeinsparverordnung – EnEV). The annual statement of operating costs, for instance, contains a precise breakdown of the different cost types and charges incurred. In addition to this, we enclose explanatory notes with the statement to make it easier to understand. Detailed information about forthcoming structural changes is also provided in good time, as required by law. Please also refer to the section “Social ethics and dialogue in connection with modernisation projects”. Our service is rounded off by a comprehensive tenant folder containing information on contact persons and tips for a healthy home environment. This is presented to our new clients upon conclusion of a rental contract.

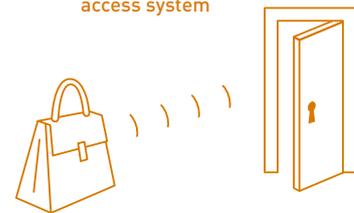
| GRI 417-1  
CRE 8

Since 2016, we have gradually been implementing security and concierge concepts to protect our residential complexes and outdoor spaces and prevent noise nuisance, litter and vandalism. As part of this initiative, we analyse the cost-benefit ratio beforehand and complete risk assessments to identify which districts we should focus on. Our responsibility to ensure public safety – including tree management and the removal of deadwood – has also been integrated into this concept. Furthermore, all play areas in our residential districts are checked regularly. At the same time, we intend to gradually install the electronic key and access system KIWI throughout our whole portfolio of some 17,000 buildings. This system is already used in single-family houses and contributes to enhanced security. With this move, we also aim to increase the efficiency of our asset management and offer our clients and service providers greater convenience. The new access system is already being tested via a large pilot project at Falkenhagener Feld in Berlin-Spandau.

| GRI 416-1

17,000

buildings with the  
KIWI electronic  
access system



At the beginning of 2017, we established our own green space management system covering the strategic concept development, organisation and management of care and maintenance services for our green areas and open spaces. With its motto of “Bringing people and nature together”, it is designed to place a stronger focus on our tenants’ wishes and involve residents who enjoy gardening in garden maintenance.

In line with its strategy *grün360*, the green space management system uses modern software which covers lawns and green areas along with play areas, bin areas, roads and paths. The selected solution draws on a digitised record of Deutsche Wohnen’s open spaces and can be linked with other geographic information systems. Based on this, we can select different services for each of the residential districts’ green areas and open spaces and implement tailored maintenance packages accordingly. We want to become a pioneer in open space management with our concept and will achieve this with a proprietary assessment system that rests on the standards of the German Sustainable Building Council (Deutsche Gesellschaft für Nachhaltiges Bauen – DGNB) for the sustainable development of open spaces and green areas.

## FACILITA: modern, reliable services for buildings

As underlined by the tenant survey, high-quality services in the residential environment play an essential role in customer satisfaction. FACILITA oversees and checks the facility management services provided by external firms on site. It also provides in-house staff to perform traditional caretaker duties, such as ensuring public safety at our sites, maintaining orderliness and cleanliness, assisting with administration, providing concierge services and managing vacant units. By doing so, FACILITA contributes toward the sustained enhancement of our residential holdings’ value. The company was established in 2007 and is a wholly owned subsidiary of Deutsche Wohnen. In Berlin, some 230 employees manage our portfolio at 70 drop-in points.

FACILITA is striving to fully digitise process control within quality management. It already uses various tools to this end which enable job processing and reporting via mobile devices. The firm is also constantly working to optimise the operation of its apps and switch from smartphones to tablets so as to facilitate real-time information sharing and the use of new formats such as digital measurements or maps. These innovations go hand in hand with extensive training for staff.

The company's aim is to establish itself as a quality leader in infrastructural facility management in the medium term. To achieve this, it intends to ensure that caretakers are present at all holdings in Berlin. In 2018, FACILITA plans to concentrate primarily on improvement measures and new solutions derived from the results of the tenant survey.

## Social ethics and dialogue in connection with modernisation projects

Whenever we plan refurbishment and modernisation work or construction projects, we provide information for tenants at an early stage and engage with them via tenant information events, consultations or personal visits. Our clients can also reach us via local Service Points or the central Service Centre. Queries from our tenants are answered by telephone and/or in writing by the relevant specialist department.

We aim to strike the proper balance between social considerations, the interests of our company and those of residents. That is why we offer a wealth of communication and dialogue channels to discuss questions about structural issues or rent and to identify tenants' needs.

I GRI 413-1

A good example of our approach is the joint declaration signed in 2017 concerning socially ethical refurbishment at the Grellstraße/Prenzlauer Allee residential estate in Berlin-Pankow, which was built in 1937. This was founded on Deutsche Wohnen and Pankow Borough Council's shared goal of allaying tenants' fears before building work commences and approvals are granted. It was agreed that the two parties would communicate with tenants jointly and incorporate the independent tenant advice service Mieterberatung Prenzlauer Berg into the process.

Three further agreements have since been signed following the arrangement – two in Berlin-Kreuzberg and one in Berlin-Pankow. They also include concepts for the responsible completion of refurbishment and modernisation work.

We held a total of around 600 one-to-one meetings with tenants about the projects realised in 2017 and reached modernisation agreements concerning issues such as alternative accommodation, reductions in rent or compensation.

A number of tenant assemblies were also held as part of the spring project, with smaller-scale meetings taking place at the site office on the Otto Suhr Estate in Berlin-Kreuzberg.



## Workable solutions for tenants in financial difficulties

If residents can prove that they cannot afford the rent rises after modernisation work, we recognise this as financial hardship. In such cases, we reduce rents in a socially responsible manner after considering the relevant proof of earnings. This ensures that the new gross rent including operating costs remains in line with the household's available income. When rent arrears arise, it is extremely important to us to work with our clients to develop solutions together at an early stage. Firstly, our receivables management team issues a payment reminder and offers both a personal meeting with our housing advisers and contact details for a local debt advisory service. The aim is to prevent evictions. We also offer the possibility of paying off outstanding rent in instalments.

I GRI 413-2

## Safeguarding and building on the high quality of our holdings

Our property portfolio comprises around 161,000 residential and 2,500 commercial units. With them, we want to offer our clients a well-maintained, secure environment that meets their needs. To this end, we have set ourselves the strategic objective of providing high-quality properties and services. We are also working to better meet the needs that accompany demographic trends and digitisation. In order to safeguard quality, we have established a process of continuous improvement which entails accurately adjusting our offerings to the current situation and the properties.

Investments in our holdings play a primary role in increasing the value of our properties, improving the quality of the residential environment and therefore ensuring tenant satisfaction. As well as equipping apartments with up-to-date fixtures, the focus here is on reducing operating costs, for example by means of energy-efficient refurbishment or optimising waste disposal. When we award planning and construction contracts, we are acutely aware of our responsibility for safeguarding local jobs. In everything we do, we are also very careful to strike a fair balance between the interests of tenants, investors, business partners and local authorities.

Residential units

161,000

Commercial units

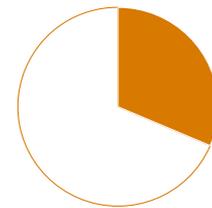
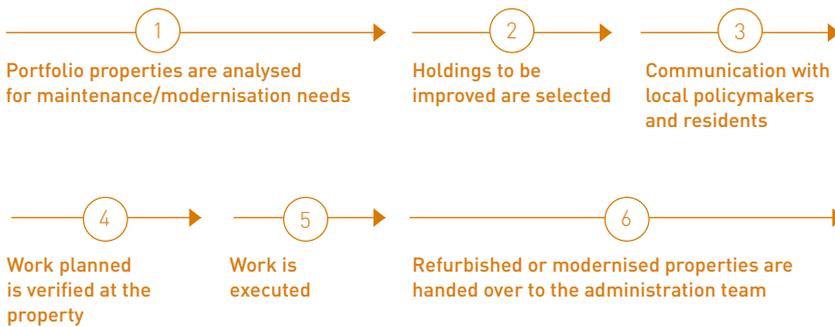
2,500

### Systematically managing maintenance and modernisation

Managing refurbishment projects centring on maintenance and modernisation is the responsibility of DWCF, which acts as the company's internal construction department. It also manages Deutsche Wohnen's new construction projects and develops land and properties with a view to proactive, value-oriented and integrated asset management. DWI and DWKS oversee ongoing maintenance and modernisation work, for example in the case of tenant turnover.

Planners and/or site managers take care of quality assurance for structural measures. Tenant advisers are available at set consultation times to handle questions about the schedule of measures. All relevant issues are also addressed at construction and planning meetings. DWCF ensures that each project's targets are met with its own calculation and controlling mechanisms.

#### Refurbishment/modernisation process



○ EUR 227 m for modernisation

● EUR 105 m for maintenance

In 2017, we spent a total of approximately EUR 332 million on maintenance and modernisation. Of this, approximately EUR 105 million – about a third – went towards maintenance work, while modernisation accounted for around two thirds. This marked an increase in the average investment from approximately EUR 25 per sqm in 2016 to around EUR 33 sqm in 2017.

Our service providers carried out approximately 65,000 contracts worth around EUR 104.5 million with regard to ongoing maintenance and tenant turnover (previous year: about EUR 94.5 million).

| GRI 203-2

## Healthcare and dealing with dangerous waste safely

The majority of our apartments were not built by us. As a result, there may still be materials in a small number of buildings which are considered harmful on exposure. Although the impacts on health and the environment are generally low, we replace these materials before they can come into contact with their surroundings. Whenever a tenancy changes hands, we routinely inspect our residential units for safety issues and health hazards. If any are found, they are immediately rectified. In doing so, we also reduce the risk of reputational damage for the company and compensation payments which could result from a potential accident involving hazardous substances.

The way in which hazardous building materials are dealt with is strictly regulated by guidelines and legislation. When replacing and disposing of asbestos and other hazardous waste, we comply closely with the Technical Rules for Hazardous Substances (Technischen Regeln für Gefahrstoffe – TRGS). We also substitute building materials containing asbestos or other harmful substances with suitable alternatives. Contaminated material is disposed of as per the regulations as a matter of course.

## Commercial and nursing properties strengthen our business model

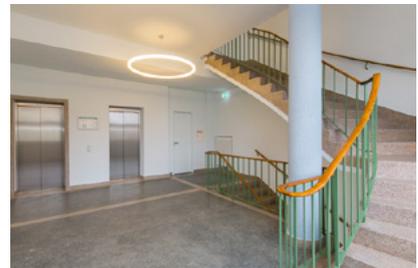
There are also approximately 2,500 commercial units in our portfolio. Our approach to lettings and management in this area ensures an optimum mixture of use types in each district and a high level of attractiveness for residents. To help with this, we build on our collaboration with social institutions and agencies and constantly expand our network of reliable partners. This enables us to achieve a sound balance between commercial units and social-use properties, with space for day-care facilities, insurance agencies, physiotherapists, banks and restaurants as well as supermarkets. In 2017, commercial units at no fewer than four sites were let to childcare providers to improve the estates' family friendliness.

Deutsche Wohnen also acquired a vacant high-rise building in the centre of Dresden. Following extensive and meticulous refurbishment work, it re-let the commercial units in 2017. The property is located on Pirnaischer Platz, within sight of the Frauenkirche and near the historic Kreuzkirche. It was important to maintain its distinctive 1960s architecture by closely observing heritage protection regulations. This meant reinstating the original terrazzo flooring on the stairs and in the foyer along with the office doors' stone surrounds. The stone facade, terrace balustrades and the seventh-storey fly roof typical of this period were also restored as per the rules for listed buildings. Particular attention was paid to the choice of new materials. The floor coverings (carpet and parquet) and wall tiles used in the property are certified Cradle to Cradle® products.

Alongside residential and commercial units, Deutsche Wohnen owned 51 nursing properties at the end of the year under review with a total of approximately 6,700 beds and apartments for assisted living. This gives us a presence in the care market as well, which is experiencing growing demand due to demographic change. Some of our nursing properties are managed by KATHARINENHOF® Seniorenwohn- und Pflegeanlage Betriebs-GmbH, in which we hold a 49% stake. The remaining facilities are under long-term management by external operators.

Our properties offer both high-quality, full in-patient care and assisted living with an extensive range of services tailored to the elderly. They aim to allow residents to maintain an active, independent lifestyle to the greatest possible extent. With an average occupancy rate of around 98% as of 31 December 2017, the KATHARINENHOF® facilities far exceed Germany's nationwide average of approximately 85%. All of the facilities have been awarded grades of between 1.0 and 1.6 in assessments by Medical Review Board of German Statutory Health Insurance Funds (Medizinischer Dienst der Krankenkassen – MDK).

I GRI 416-1



► Dresden, Wilsdruffer Straße

## New construction creates housing in conurbations

A shortage of newly built apartments in conurbations and the rising cost of living pose a challenge for low-income tenants in particular. Deutsche Wohnen wants to help solve this problem and has been pursuing the aim of redensifying its own inner-city sites and stepping up new construction for several years.

With our new construction projects, we aim to create the districts of the future, offering attractive living conditions and meeting people's needs for socially and ecologically designed housing, architectural diversity and participation. As well as being more mixed, the districts will also be denser as a rule in order to fulfil the prime objective of cost-effectiveness. We are therefore taking new approaches to development, planning and building, such as serial and modular methods of construction.

### New construction can be broken down into five main stages



### Proactively planning and realising new construction projects

In the year under review, we focused on developing and planning new construction projects. Building work will begin at three sites in 2018. The management team at DWCF holds operational responsibility for new construction projects, including development, planning and building work. We evaluate the various measures by means of key figures such as costs, quality, contract awards and on-time completion. To this end, status and target attainment meetings are held between the project leads, managers, strategic management and the Management Board on a monthly, quarterly and annual basis. Furthermore, social, energy-related and environmental aspects are taken into account at the various stages of the project. Responsibility for specific schemes is transferred to the project leads.

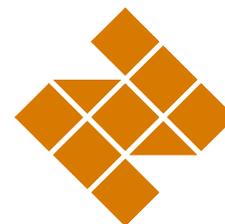
### Prioritising sustainable building

We believe that sustainable building makes good sense both ecologically and economically. Because of this, our new construction projects take into account the German Assessment System for Sustainable Development (Bewertungssystem Nachhaltiges Bauen – BNB), the requirements of the German Sustainable Building Council (Deutsche Gesellschaft für Nachhaltiges Bauen – DGNB) and the guidance from Sustainable Housing (Nachhaltiger Wohnungsbau – NaWoh). When doing so, we consider the whole life cycle of a building, spanning everything from its conceptualisation, planning and realisation to the time when occupation commences. This includes placing a special focus on the use of non-hazardous, eco-friendly materials and sustainable energy, water and transport concepts.

Deutsche Wohnen's new construction processes are accompanied by qualified service providers for sustainable building certification, who advise us, produce concepts and measurements for accreditation, coordinate the planning and building-related documentation, and incorporate requirements for sustainable materials into suppliers' contracts. This is designed to ensure that all the products used evidence recognised health and environmental compatibility during their production, transportation, processing, use or disposal. Some of the building materials utilised are certified as per the Cradle to Cradle® concept, meaning they are compatible with a closed-loop system.

All plots for new builds are carefully examined for any evidence of contamination and treated in accordance with the statutory requirements of the German Federal Soil Protection Act (Bundes-Bodenschutzgesetz – BBodSchG).

I GRI 416-1



Deutsche Wohnen applies recognised sustainability criteria to its new construction

## Wide-ranging new construction projects

Since 2014, including roof structures, we have built 145 new apartments. Certification as per the DGNB is under way for our completed new construction project comprising 104 units in Potsdam-Babelsberg. This is expected to be finalised in 2018. During pre-certification, the terraced housing was awarded the gold standard of the DGNB.

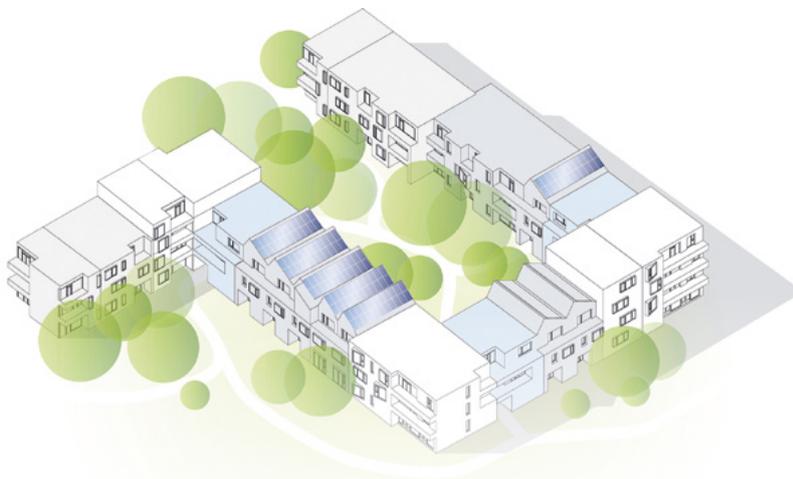
| GRI 417-1  
| CRE 8

It takes two to six years to develop, plan and complete new construction projects, depending on their size and the building regulations which apply to the site.

The following new construction projects are good examples of our new build strategy:

### Berlin-Charlottenburg/Wilmersdorf: Westend City District

The "Westend City District" in Berlin was awarded the highest DGNB commendation (platinum) in 2016. This makes the planned estate in western Berlin one of the first city districts in Germany with a focus on rental property to receive pre-certification from the DGNB. Some 580 new apartments will be created to replace around 200 existing ones. The urban development agreement between Deutsche Wohnen and the borough council was signed in March 2018. One of the top priorities here was supporting existing tenants. Amongst other things, a concrete, reliable framework was therefore put in place to guarantee that they could remain at the estate. The agreement also contains rent and occupancy stipulations in line with the State of Berlin's housing construction grants. Furthermore, Deutsche Wohnen will provide additional services, such as building a day-care facility and developing the new district's infrastructure. Construction work is due to start at the end of 2019.



### Berlin-Pankow: Grellstraße project

We plan to redensify our holdings in Grellstraße and Prenzlauer Allee, Berlin, by building 49 new residential units on six existing properties dating from the 1930s. Furthermore, we are designing two new, six-storey multi-family houses with a total of 62 residential units, 20 of which will have disabled access. At least two easily accessible bicycle parking facilities are planned for each new apartment in the basements and, in some cases, on the ground floor of the new builds. The 250 or so existing apartments at the site will undergo extensive refurbishment at the same time. As part of this, the outdoor space will be revamped with features such as bicycle parking, bin areas, play equipment, etc. A new central district heating station and local heating network will also be built. In total, some 360 apartments with between one and five rooms will be available following completion of the work at the approximately 15,500 sqm existing site.

### Berlin-Spandau

We are planning to build approximately 220 waterside apartments on our own plot of land in north-west Berlin. Work is due to commence in May 2018. We hope that the neighbourhood will appeal to families, single people, young people and the elderly, so it will be very much a mixed-use development. Following a competition, an internationally renowned firm of architects that specialises in apartments has now been hired. A range of materials and elements used for the building project will also be chosen with sustainability in mind, such as green roofs.



### Berlin-Köpenick

In 2017, we started preparatory work for the development planning process at a site acquired by us in Köpenick, where 1,100 apartments are to be built on a brownfield site in an attractive location by the Müggelspree section of the River Spree.

### Potsdam-Krampnitz

Starting in 2019, we will construct some 1,400 apartments in new builds and listed properties in an emerging part of Brandenburg's capital city. We initiated the urban development competition in 2017 in conjunction with Pro Potsdam GmbH as the City of Potsdam's representative.

### Wustermark: Gartenstadt Elstal

Having restored Elstal's Garden City estate just outside Berlin in line with heritage regulations – winning us the Deutscher Bauherrenpreis 2015 developers' award – we are now starting the delicate process of redensification. From spring 2018 onwards, four multi-family houses containing 24 apartments will be built here using solid wood.

### Leipzig: Lindenau Harbour

We presented an impressive architectural concept in Leipzig in 2016 and were subsequently awarded the contract for a major new construction project following a tender procedure. As a result, we will start work to build 44 waterside rental apartments by Lindenau Harbour in 2018. An additional commercial unit will help to enrich the district. The high-quality, eco-friendly buildings should be finished by late 2019/early 2020, ready for subsequent letting of the apartments.

### Central Dresden: "Schützengarten" project

In 2017, Deutsche Wohnen purchased a centrally located plot of land spanning approximately 18,000 sqm with existing structures. The acquisition includes two eight-storey office buildings dating from the 1980s which belonged to the former VEB Energiebau Dresden. The City of Dresden initiated the redevelopment of the area several years ago by means of an urban planning competition. Based on the results of the competition, the authorities drafted a development plan which came into force in September 2017.

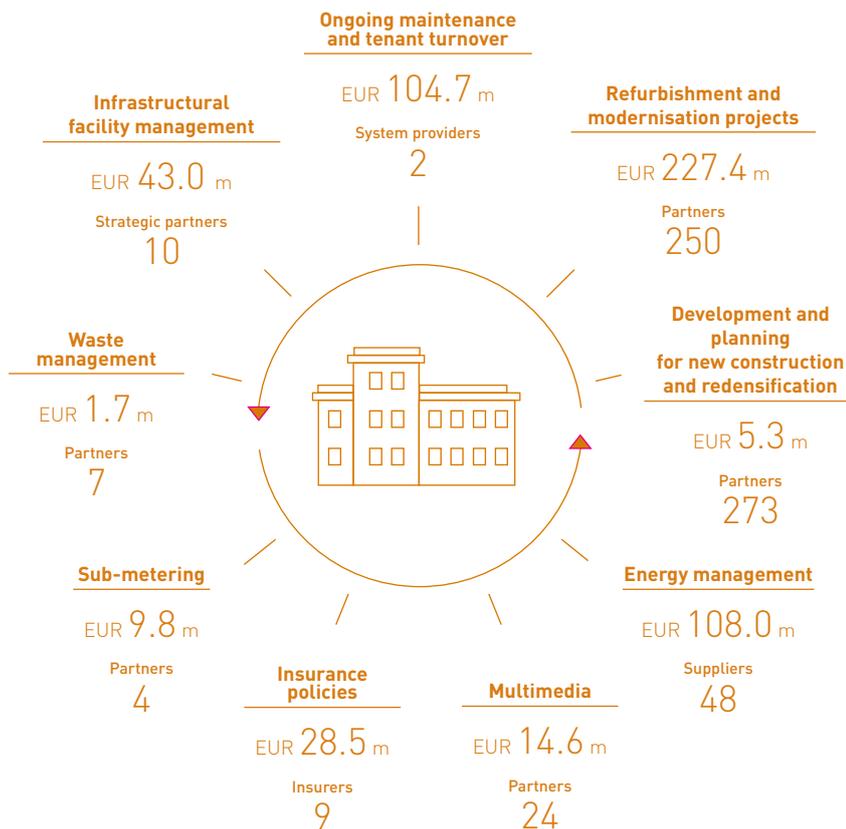
Once the existing buildings have been demolished, work to build three underground car parks, about 520 apartments and approximately 1,700 sqm of commercial space is due to start in 2019. Key elements of the urban planning design ideas include the historic Schützengarten garden, which extends into the district and gave its name, as well as focusing views on the neighbouring historic city centre's skyline by incorporating terraced architecture facing in this direction.

## Structuring the supply chain responsibly

GRI 102-9  
GRI 308-2  
GRI 414-2

Deutsche Wohnen's supply chain centres on our core line of business: residential property management. We purchase energy, procure services from both tradespeople and technical firms, and award contracts for supply and disposal activities. Building materials are procured by the construction and planning companies we hire.

Overall, our supply chain can be broken down into nine sections:



We primarily source services from Germany or the respective region. The uppermost level of our supply chain (tier 1) is located solely in Germany.

### Ecological and social criteria for supplier management

We use supplier scorecard software to assess our partner's environmental and social performance. Scorecards are produced by DWB as part of its procurement and investment management processes. We have approximately 1,400 agreements with service providers, which are recorded and managed centrally in a Web-based contract management system. As well as enhancing transparency and efficiency, this digitised process improves our partner management through its flexible reminder mechanisms and escalation levels.

As Deutsche Wohnen only operates in Germany, our suppliers' business conduct is governed by the extensive legislation which applies here concerning ecological aspects, human rights and working practices. In addition to this, we have incorporated human rights and social issues such as preventing illicit work and ensuring payment of the minimum wage into our general agreements.

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In future, environmental and social checks will not only be run on companies offering their services for the first time for new construction projects but also for refurbishment and modernisation work on existing holdings.

### Quality benchmarks for systems suppliers

We work with our systems suppliers on the basis of a standard price list which covers 80–90% of the standardised services needed on tenant turnover. This defines quality standard products – including basins, tiles and taps – which may be fitted by the systems suppliers. In 2017, we developed an additional standard price list with corresponding quality criteria for frequent maintenance jobs worth in excess of EUR 1,000 to enable us to make our processes more efficient.

The systems service provider B&O Deutsche Services GmbH manages purchases of materials, products and services for us. For quality assurance, we apply the lists of construction regulations issued by the civil engineering organisation Deutsches Institut für Bautechnik (DIBt).

### Eco-friendly use of materials

Deutsche Wohnen uses materials in three ways: for major projects such as the refurbishment and modernisation of apartments, for smaller projects involving ongoing maintenance and tenancy turnover, and for new construction work. The majority of building materials we use are industrially manufactured products and substances, all of which are tested to DIN standards.

We are fully aware that all the materials we use have effects on the environment – be it when raw materials are sourced, during the manufacturing process or when they are disposed of. To avoid negative impacts to the greatest possible extent, we take ecological and health-related criteria into account when we make purchasing decisions. Since sustainable materials are usually more expensive, this decision has a direct impact on our operating result.

First and foremost, we influence the choice of materials by means of concrete stipulations as projects are generally completed by subcontractors. We demand compliance with Germany's comprehensive legislation and regulations for health and environmental protection. Especially when constructing new buildings, we pay particular attention to adopting an integrated and sustainable planning approach which involves the use of natural and environmentally friendly construction materials.

We also ensure that building biology criteria are strictly observed. This includes, for instance, the use of non-hazardous construction materials, the creation of a healthy indoor environment, a high quality of indoor ambient air, window frames made of wood or network circuit breakers for the avoidance of electro smog. We invest in the ecological sustainability of our new builds as well. Some of the building supplies we use are certified as per the Cradle to Cradle® concept, meaning they are part of a closed-loop system whereby materials are completely reused. Due to environmental considerations, we avoid Styrofoam insulation whenever possible and use cellulose or mineral wool instead.



## RESPONSIBILITY FOR EMPLOYEES

### Our targets

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#### **Targeted recruitment and integration of new employees**

- › Implement a staff recommendation programme
- › Set up various talent pools
- › Expand active sourcing

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#### **Keep employee retention levels high**

- › Conduct regular employee surveys every two years
- › Digitalise and optimise processes to boost job attractiveness
- › Introduce a needs-based digital health management system
- › Expand long-term incentive systems

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#### **Adjust staff development to the requirements of the new working world**

- › Strengthen executives in their changing role
- › Expand digital learning and communication formats
- › Broaden the range of traineeships and dual courses of study
- › Offer at least 90% of trainees a permanent contract following successful completion of their training
- › Support junior staff at the company via a talent programme

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#### **Ensure there is no discrimination**

- › Comply with Code of Conduct
  - › Appoint women to at least 40% of executive positions within the Deutsche Wohnen Group
-



As a forward-looking company, we are helping to drive the digital revolution, both at our residential units and in the working world. New technologies do not just pave the way for modern housing concepts: digitisation also improves quality management and supports our employees' individual development.

"Smarte WG" ("Smart Apartment Share") in action: young students spent six months living together in a digital apartment to test the concept for us in practice. During this semester, which was dedicated to gaining practical experience, they also analysed our occupational health management and gave it a digital makeover. The first improvement was a digital health platform for staff.

**Embracing  
digitisation**

## A modern, responsible employer

As the population of Germany grows older, the average age of workers rises too. Many of them will reach retirement over the next few years and will no longer be available to the labour market as a result. Forecasts for 2020 show that there will be a shortage of 1.8 million workers by then – 1.2 million with a vocational qualification and a good 500,000 graduates. Studies claim that by 2040, this deficit will have increased to 3.9 million.

There is an urgent need to act, including in our industry. The latest surveys show that half of companies in the real estate sector are already registering a marked lack of skilled staff. At the same time, the number of applicants is falling.

### Achieving growth with highly qualified employees

Deutsche Wohnen has grown substantially in recent years and evolved into one of the largest private real estate companies in Germany and Europe. Last year alone, its workforce expanded by approximately 12%. The growth of FACILITA was a key factor in this.

To ensure that we remain on a growth trajectory, we have established ourselves as an attractive employer in the real estate industry and have constantly critically examined and adjusted the associated processes and structures. This approach also helps us to attract and retain skilled staff. With their help, we want to meet our high standards of corporate profitability, portfolio quality and customer service.

As of 31 December 2017, we employed a total of 1,111 people (31 December 2016: 992). This includes technical staff, administrative employees and employees from many other fields. 73% of the total headcount are involved in property management and administration, managing rental contracts and supporting tenants.

54% of our staff members are female, while the proportion of women in managerial positions is 43%. At 7.6 years, the average length of service remained the same as in previous years.

### Strategic management of key personnel issues

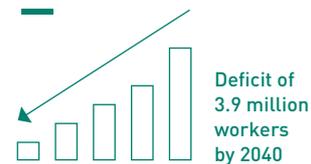
When we identify our most important strategic issues, we consider major social trends such as demographic change, the shortage of skilled employees and digitisation in the world of work. At the same time, we intend to expand our core activities by adding new business areas and related services, so we need the right professionals and qualifications for this broader offering. Furthermore, we are keen to avoid fluctuation-related risks which drive up costs and could threaten the successful implementation of our company strategy.

Key areas of action include training and education, promoting a work-life balance and family-friendly working conditions, offering equal opportunities, and establishing transparent structures and co-determination rights. The strategic objectives of our sustainability programme include meeting recruitment needs precisely, integrating new staff well and improving retention levels further. On top of this, we intend to align staff development with the requirements of the new working world and continuously ensure that there is no discrimination at our company.

HR development focuses on supporting employees to take up the right roles and responsibilities for them. We do this by using a talent management system which enables staff members to hone their own personal strengths. In all our processes, it is important to us to cater for the needs of employees from different generations and thereby enhance diversity as a corporate strength.

#### Management approaches

GRI 401  
GRI 402  
GRI 403  
GRI 404  
GRI 405  
GRI 406



**54%**  
female employees

**43%**  
female executives

Overall responsibility for personnel issues forms part of the CEO's remit. Personnel management is dealt with by the Human Resources department, which belongs to the Strategy division. The relevant HR team is responsible for staff management, recruitment, personnel controlling and staff development comprising the internal continuing professional development programme and occupational health management.

## Communication and engagement strengthen staff satisfaction

Our aim is to safeguard a high level of satisfaction among our employees. We do not achieve this simply by providing attractive conditions of employment: we also offer transparent communication and active dialogue. Important elements of this are our performance-related remuneration model, which is tailored to market requirements, and our structured annual performance reviews. Additionally, we conduct a systematic staff survey every two years, which provides us with important insights into our employees' satisfaction and needs and forms the basis for our forward-looking HR work. The last survey, completed in 2016, revealed that approximately 77% of the respondents were satisfied with Deutsche Wohnen as an employer.



Share of satisfied employees

At Deutsche Wohnen, staff interests are represented by a focus group which was set up back in 2007. FACILITA has a works council for this purpose. The focus group consists of 20 employees from different sections of the company and various sites; they meet regularly to discuss current issues. The Chief Executive Officer (CEO) of Deutsche Wohnen usually attends these meetings as well. All members of staff can contact the members of the focus group personally and also have the option of drawing attention to important matters anonymously. We inform our workers about the topics dealt with by the focus group and the outcome of their discussions both on the Intranet and via the staff newsletter.

The company carefully complies with the minimum notice periods ahead of operational changes. In line with the applicable legislation, we provide staff in all sections of the company and at our shareholdings with comprehensive information in good time.

I GRI 402-1

## Developing employees and fostering potential

We need highly qualified, motivated staff in order to successfully continue on our growth trajectory. In return, we offer them interesting development and career opportunities and a stimulating working environment.

### Career opportunities from day one

I GRI 404-2

New employees receive systematic, structured induction training. This takes the form of an on-boarding process comprising individual induction guidelines, mentoring schemes and feedback meetings. We primarily use flat hierarchies, which facilitates staff development.

In-house training is the main method used to develop junior professionals. We offer young individuals the opportunity to gain a foothold in the form of work experience when they are still at school, as well as training for careers such as real estate agent and management assistant for marketing and communication. Students can enter the world of work by joining us as an intern, a student employee or – following the successful completion of their degree – as a trainee. We support and offer dual courses of study in Business Administration/Real Estate Industry, Business Studies/Tax and Auditing, and Technical Facility Management, combining practical experience within our company with a theoretical course of study at the Berlin School of Economics and Law (Hochschule für Wirtschaft und Recht Berlin).

At the end of 2017, 46 trainees worked at Deutsche Wohnen. To raise awareness among schoolchildren and students of the career opportunities at our firm, we hold

information events and attend job fairs at schools and universities. As part of our campaign targeting sixth-form students, our website [www.das-wahre-leben.de](http://www.das-wahre-leben.de) provides important information about training and applying for a job.

We have already won several awards for our commitment to training. These include the commendation "Fair Company" by the initiative of the same name run by [karriere.de](http://karriere.de), the Chamber of Commerce and Industry (Industrie- und Handelskammer – IHK) accolade for "Training Excellence", and the awards "Best Corporate Training Provider in Germany" and "Best Corporate Training Provider for Dual Study Courses" by the magazine Capital.



## Fostering staff development with our education programme

Our HR strategy rests on structured staff development which enables employees to hone their personal strengths. We garner important information about the skills and needs of our workforce from our staff survey, our annual performance reviews and the 360-degree feedback for managers. Our aim is to involve all employees in the feedback process if possible. This is proving successful: approximately 94% of staff members throughout the company received feedback on their performance and possible development opportunities.

I GRI 404-3

Based on the development potential and needs identified in this way, we have been using a company-wide education programme accessed via a dedicated online portal since 2016. The education programme consists of staff development, specialist and interdisciplinary training, managerial skills and talent management. It bundles similar development needs and offers in-house training designed to cater for these requirements. With this approach, we proactively help our employees and managers to progress in their careers, create synergies and promote interdepartmental networks.

I GRI 404-1

**Staff participation in company education programme in days**



**1,450**

There is a special focus on strengthening our managers' skills. We specifically prepare them for their changing role in an increasingly digitised working world and enhance their expertise in cross-generational collaboration with increasingly flexible forms of employment.

In the year under review, our staff and managers spent a total of 1,450 days participating in our education programme. We increased our investments in continuing professional development by around 20% to EUR 740,000 in 2017. The related improvements in quality yielded good assessments of the offering. As a result, we received a predominantly positive response to the quality of the education programme from our employees, with a further increase on the previous year. The quality score for seminars improved from 1.65 to 1.52 while speakers were given a rating of 1.26, up from 1.40.

I GRI 404-1

## Talent management for the firm's specialists and managers

I GRI 404-2

Our talent management scheme is designed to enable us to fill key positions with in-house experts and retain top performers over the long term. It is aimed particularly at staff with the requisite skills to tackle current and future challenges who are keen to take on responsibility and identify strongly with Deutsche Wohnen.

The seminars and coaching offerings focus on heightening effectiveness and autonomy and on putting learning outcomes into practice at work. Among the factors which make the talent management programme successful are its use of tandems, which pair scheme participants with experienced managers from other sections of the company. The latter work on specific development areas with their mentees, act as sparring partners and support them in their personal further development.

## FACILITA: growth and training go hand in hand

| GRI 404-2

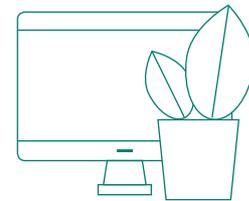
Developments at FACILITA illustrate how we are approaching today's challenges. The company is driving customer service and quality management in the context of infra-structural property management. In this connection, a large number of employees were hired on a permanent basis in 2017 and quality management was enhanced both technically and procedurally. The headcount grew from 118 to 191 in the 2017 reporting year alone. At the same time, staff turnover is low at 2%.

The continuing professional development programme at FACILITA is geared towards sharing the knowledge needed for specific roles. For instance, all caretakers receive training in electrical engineering and communicating with customers in the housing industry. Meanwhile, operating staff and managers are prepared for new challenges via specially designed courses on focal topics. As part of this, for example, FACILITA and the Academy of Real Estate Management (Akademie der Immobilienwirtschaft e.V. – BBA) in Berlin jointly planned and ran a course lasting several weeks entitled "Facility management in brief: focus on residential properties".

## Balancing professional and personal life

| GRI 401-2

We promote work-life balance in a family-friendly working environment via a wide range of measures. These include flexible working time models, such as working from home, part-time and flexitime options, each of which are taken up by a different number of staff. Employees have been able to work from home for up to two days a month since 2017. Generally speaking, all staff members who have been at the firm for a continuous period of more than six months can work from home on request and if necessary. At FACILITA, employees can work from home if this is compatible with their role.



Home office  
for staff who  
have been  
at the company  
for at least six months

We have also introduced a corporate integration management scheme for people returning to work after a lengthy illness.

## Commitment to diversity and equal opportunities

We promote diversity at our company and oppose any form of discrimination on the grounds of gender, age, ethnic origin, world view, disability or sexual orientation. Our approach to this issue is based on a Code of Conduct which is binding for our employees and managers. Its primary aim is to strengthen trust and mutual respect in our staff members' dealings with one another and with third parties.

Our performance-related remuneration structure is tailored to market requirements and comprises four salary levels. These are based on a comparison of all the occupations at the individual Deutsche Wohnen companies and on wage agreements within the industry. We assign the employees to these four levels in accordance with their job description and qualifications. With this remuneration system based on transparent rules, we ensure that employees in comparable positions receive the same amount of remuneration. This illustrates our dedication to equal opportunities and fairness along with our commitment to equal pay for male and female employees.

| GRI 405-2

We also offer special voluntary benefits to provide assistance to employees experiencing particular personal circumstances, such as the birth of a child, a wedding or the death of a family member.

| GRI 401-2

## Occupational health and safety ensured throughout the company

I CRE 6

We want to offer our employees a safe, healthful working environment. At Deutsche Wohnen, staff from the Administration team within the Human Resources department at the head office in Berlin are responsible for areas such as occupational health and safety. Two additional employees oversee this area at our office in Mainz.

Each of our administrative locations is inspected once a year by the company's safety officers, the occupational health and safety specialist and, if applicable, the company physician. The latter two are appointed externally. The issues of occupational health and safety, the equipping of workstations and possible preventive measures are discussed at the on-site meetings, which are also attended by a company representative, and any improvements are initiated.

Deutsche Wohnen and FACILITA have established occupational health and safety committees as required by law. They support and monitor our company-wide health and safety programmes and offer advice when needed. We also ensure that all workplace accidents are documented thoroughly. Such incidents are recorded in a central logbook and assessed once a year. At FACILITA, a logbook is kept at each site.

I GRI 403-1

Our occupational health management scheme ensures that employees can take responsibility for maintaining their own health via a range of offerings. These include regular health awareness days, free massages, bowls of fruit to promote a balanced diet or sporting events.

I GRI 401-2



## Digital support for occupational health management

Last year, we launched an unusual and innovative project by the name of “Smarte WG” (“Smart Apartment Share”). Through this project we offered a number of young people an interesting insight into the working world and the chance to spend a term gaining practical experience at Deutsche Wohnen. The current issues of digitisation and healthy working were cornerstones of the initiative.



Five students working towards a master's degree in online communication at Anhalt University of Applied Sciences in Bernburg successfully applied to take part in the “Smarte WG” project run by Deutsche Wohnen and the Institute of Electronic Business. They then spent six months living together in a historic building in Kreuzberg, testing the advantages of a digital apartment.

At the same time, they immersed themselves in our corporate processes and helped the Staff Development team to digitise occupational health management at Deutsche Wohnen. First, the young women analysed the status quo with the aim of aligning health management even more closely with employees' needs. To this end, an online staff survey was conducted in conjunction with Human Resources. The research was rounded off by face-to-face interviews with individual members of staff at Deutsche Wohnen. Concrete suggested improvements and measures have now been derived from the results. As a consequence, Deutsche Wohnen signed an agreement with *machtfith GmbH* with effect as of 1 June 2018. This experienced health service provider from Berlin supplies a digital platform which can be used by employees to book preventive courses or to coordinate in-house measures.

In order to give them a professional working environment, we provided the students with co-working desks at Deutsche Wohnen's Spandau Service Point. The project was overseen by subject specialists Prof. Dr Thomas Schildhauer from the Institute of Electronic Business and two experts in occupational health management.



## RESPONSIBILITY FOR THE ENVIRONMENT AND THE CLIMATE

### Our target

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**Save 20,000 t of CO<sub>2</sub>  
emissions from 2022  
onwards**

- › Carry out the refurbishment and modernisation of 30,000 residential units with a view to energy conservation
  - › Replace outdated heat generation plants with modern systems
  - › Initiate a mass pilot project for the smart home solution actuator/sensor technology to enable intelligent building management for 3,000 residential units in Berlin
  - › Gradually reduce the portfolio of oil-fuelled properties to a maximum of 1%, switching to eco-friendly energy sources
-



## Clean energy and mobility

Innovative ideas and decisive action are needed in order to meet climate protection targets. The energy footprint of three quarters of our apartments is already better than average. Within the firm, too, we are dedicated to energy efficiency and renewables.

Our subsidiary FACILITA is a pioneer in electric mobility: the Berlin-based facility service provider is currently switching its fleet to electric vehicles and e-bikes. The changeover – including charging stations – is due to be completed by the end of 2018, reducing carbon emissions to zero.

## Protecting the climate and the environment effectively

Approximately 40% of global greenhouse gas emissions today are attributable to the energy consumption of buildings. According to a study by the World Green Building Council, the gross internal floor area of buildings will double by 2060. In Germany, around 40% of the final energy consumption total and about 30% of carbon emissions are generated by buildings and their residents. With approximately 20 million let units, the housing industry in Germany has a key role to play in achieving national targets as per the Paris climate agreement.

Deutsche Wohnen is thus focusing on the use of renewable energy and on improving the energy efficiency of its holdings. When implementing these measures, it is important to take into account the interdependence between economic, ecological and social aspects.

Deutsche Wohnen is involved in initiatives dedicated to developing a sound strategy for realising the German Climate Action Plan 2050. As part of this, in November 2017, we proposed a range of measures for a modernisation programme in conjunction with 50 large and medium-sized businesses. In a declaration coordinated by the business associations Stiftung 2° and B.A.U.M. along with the development and environmental organisation Germanwatch, we have called for an increase in the tender quantities for green electricity. Furthermore, there should be more incentives for faster building refurbishment, subsidies for electricity grids and power stores, and decisive moves to bring about a transport reform.

The forecast consequences of climate change do not pose a direct risk for Deutsche Wohnen's holdings or residents at the properties.<sup>4)</sup> This is particularly true of our core market, Berlin, which accounts for approximately 71% of our portfolio. Although extreme weather events could prompt an increase in flooding, there is no acute risk of this in Berlin. Even though changes in climate are not expected to threaten our business operations, we are monitoring this issue for the sake of both the company and our clients.

### Prioritising energy efficiency and emissions reductions

A building's environmental footprint depends on urban development factors, architecture, the materials used, connection to city infrastructure and the manner in which it is used by its residents. Within our company, tenants' behaviour as users is responsible for the majority of our environmental impacts. We have little influence here because we cannot directly shape our tenants' behaviour. However, we do make a contribution by constantly modernising our holdings and ensuring that the fabric of our new builds with eco-friendly materials meets the highest possible quality standards. We have greater scope for action at our administrative locations and we utilise this accordingly. Please refer to the section "Climate and resource conservation: administrative locations".

At our holdings, water, effluents and waste are primarily issues for our tenants which we can only influence to a very limited extent. For this reason, we focus on the aspects of energy and emissions, where there is more that we can do. We have set ourselves the strategic target of reducing CO<sub>2</sub> emissions by 20,000 tonnes a year from 2022 onwards.

To achieve this, we use modern, innovative means of generating heat and electricity. On one hand, we are gradually renewing outdated heat generation plants at our holdings and ensuring an efficient supply of energy, e.g. via cogeneration systems and, currently, five combined heat and power (CHP) units. On the other hand, we are investing in refurbishment measures with a view to energy conservation, modernising technical

Management approaches  
GRI 302  
GRI 303  
GRI 305  
GRI 306

I GRI 102-12

I GRI 201-2



71%

of our holdings  
are located in the  
Berlin metropolitan  
area



20,000 t CO<sub>2</sub>  
savings annually by 2022

<sup>4)</sup> Climate Change and the Cultural Landscape in Berlin (Klimawandel und Kulturlandschaft Berlin), commissioned by: the Berlin Senate Department I for Urban Development and the Environment (Senatsverwaltung für Stadtentwicklung, Abteilung I), the Joint Planning Authority for Berlin-Brandenburg (Gemeinsame Landesplanung Berlin-Brandenburg), Berlin Forestry Commission (Berliner Forsten) and Berliner Stadtgüter GmbH

equipment and making consumption management efficient. In this way, we want to establish a property portfolio which exceeds the current industry energy efficiency standard and allows our tenants to make their behaviour as users greener.

To minimise our environmental impact – and lower costs – we are committed to using natural resources economically and preventing waste. While we can only influence our tenants' behaviour in this field indirectly, we are proactively reducing our own usage of energy, water and paper at our administrative locations.

## Systematic management of environmental matters

Within our Group, we have defined responsibilities for all environmental matters. DWB is responsible for aspects including energy and waste management and for the refurbishment of heat generation plants. DWI oversees the disposal of hazardous waste in the case of tenant turnover, ongoing maintenance, health- and safety-related issues, and technical building systems. Investments in assets such as technical equipment fall within the remit of DWB.

Deutsche Wohnen does not use a formal environmental management system based on standards such as ISO 14001 or EMAS at its administrative locations. At present, we do not believe this would be proportionate in terms of the cost-benefit ratio for our locations. However, we have established systematic energy management for our holdings. We are also overhauling energy management at our holdings in collaboration with G+D Gesellschaft für Energiemanagement mbH, Magdeburg – a strategic partnership between Deutsche Wohnen and the energy company GETEC (see page 53).

In 2017, our energy management activities concentrated firstly on integrating acquisitions into G+D and renewing heat generation plants. Secondly, we started developing concepts for the future energy supply to forthcoming new construction projects in Berlin-Spandau, Berlin-Pankow and Potsdam-Krampnitz.

Our approach to waste management at our holdings ensures that the rubbish generated is disposed of cost-effectively. Recycling and recovery always take precedence over mere disposal. At the same time, we are improving the service we offer our customers and providing a single point of contact for all disposal issues both for clients and for the companies involved. We ensure that high-quality bin areas are provided and work with waste management service providers which analyse the volume and type of waste as well as critically examining disposal options. For information on how hazardous waste is disposed of, please refer to the chapter "Responsibility for the property portfolio and sustainable new construction".

## Energy management for climate-friendly solutions

Deutsche Wohnen's energy management activities for its portfolio and new construction projects are currently taking a two-pronged approach – with an unerring focus on greenhouse gas emissions. Firstly, we supply our properties with environmentally friendly power. We use renewable energy and supply three quarters of our existing residential units with heat or fuel from our joint venture G+D. Secondly, we are investing heavily in the energy efficiency of our apartments and facilities.

## Modernisation measures with a view to energy conservation play a key role

We have been paying particular attention to the energy efficiency of our properties for a number of years. In terms of energy consumption, approximately 74.5% of our units already perform better than the average residential property in Germany (160 kWh/sqm per annum).<sup>5)</sup> Some 27% of our units use less than 100 kWh/sqm per annum (A+ to C). The average consumption of our holdings stands at 133.4 kWh/sqm per annum, having fallen again slightly as compared to the previous year (2016: 135.1 kWh/sqm per annum).

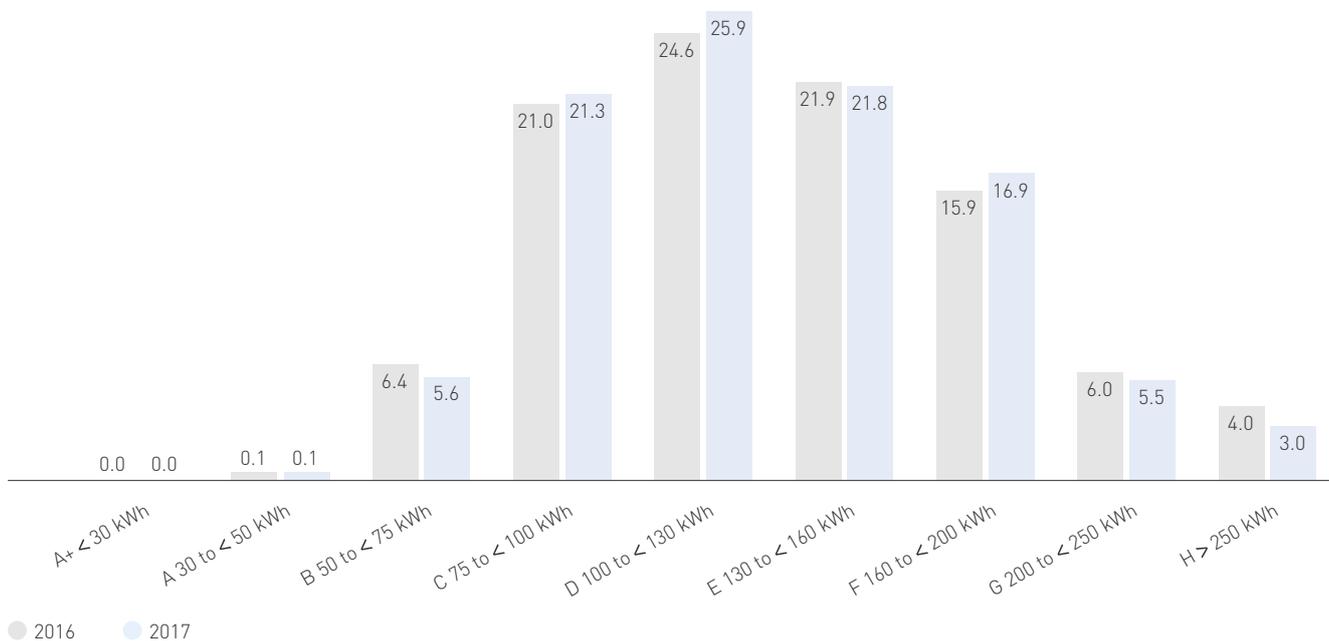
# 133.4 kWh/sqm annually

Average energy efficiency in our portfolio

### Energy intensity of the residential units

by energy efficiency class<sup>a)</sup> based on final energy consumption (kWh/sqm per annum) in %

| GRI 302-3



a) The weighted average of the final energy consumptions on the basis of the current energy performance certificate of properties. Discrepancies in the final energy requirements of approximately 20 kWh may arise due to the non-specification of the type of heating in question. The allocation according to current category of energy efficiency of properties is therefore based solely on the classification in accordance with the German Energy Saving Ordinance [EnEV]. Taking account of approximately 30,000 listed units for which no energy performance certificate is required, the data comprises approximately 100% of our total portfolio.

In addition, we collect data on the absolute consumption of heating energy and electricity at our holdings and calculate the corresponding carbon emissions. We view these in relation to the gross internal floor area and check efficiency.

The listed units are also included in these figures. Due to the legal requirements in place, it is impossible to improve the energy efficiency of listed properties to the same extent as that of non-listed buildings by means of modernisation work. Furthermore, the figures for 2016 and 2017 are only comparable to a limited extent because they

<sup>5)</sup> The Energy Performance Certificate: Specifications for Residential Buildings (Der Energieausweis: Steckbrief für Wohngebäude), <https://www.verbraucherzentrale.de/Der-Energieausweis-Steckbrief-fuer-Wohngebäude-4>, accessed on: 20 April 2018. Average figures take account of energy requirements for heating and generation of hot water. No energy performance certificate is required for approximately 30,000 units which are listed.

draw on absolute consumption data based on reference values that vary slightly due to the different invoicing periods used by suppliers. In relation to our total portfolio as of 31 December 2017, the heating energy consumption was calculated for around 85% of the portfolio, while electricity usage was determined for some 89%.<sup>6)</sup>

As we did not undertake any new construction work in the year under review, no consumption was recorded in this area.

**Energy and CO<sub>2</sub> intensity of the portfolio<sup>b)</sup>**

	Unit	2016	2017
Heating energy consumption per sqm of gross internal floor area	MWh	0.135	0.140
Electrical energy consumption per sqm of gross internal floor area	MWh	0.0038	0.0037
GHG emissions per sqm of gross internal floor area	t CO <sub>2</sub> e	0.036	0.038

GRI 302-3  
CRE 1  
CRE 3

b) The intensity key figures for heating energy and electricity consumption relate to different floor areas: the value for heating energy consumption in 2016 relates to 8,577,822 sqm (138,755 units); for 2017, it relates to an area of 8,565,191 sqm (138,488 units). Electricity consumption relates to space of 8,876,923 sqm (145,156 units) for both 2016 and 2017. As electricity consumption accounts for only approximately 1% of heating energy consumption and 90% of the total electricity consumed is sourced as green electricity (0 g CO<sub>2</sub>e/kWh), the CO<sub>2</sub> intensity figure only includes the climate emissions related to heating energy consumption.

We have initiated an extensive investment programme for the maintenance, refurbishment and modernisation of our property holdings with a view to energy conservation. By 2022, we will invest more than EUR 1.2 billion in insulating facades, basement ceilings and roofs, improving the standard of fixtures in our residential units, replacing windows or making them more energy-efficient, renewing heat generation plants and utilising regenerative or efficient means of energy generation. In doing so, we will meet the requirements of the German Federal Emission Control Act (Bundes-Immissionsschutzgesetz – BImSchG) and the EnEV.

With our investments in comprehensive modernisation work within our portfolio, we have refurbished a total of around 3,000 residential units in the past three years (2015–2017) with a view to energy conservation. As a result, final energy requirements have improved by an average of approximately 35% to 103 kWh/sqm per annum, which corresponds to annual energy savings of approximately 8.2 million kWh or 2,000 t of CO<sub>2</sub>.

In 2017, a number of holdings in Berlin, Hanover, Braunschweig, Dresden and Mainz benefited from our refurbishment work with a view to energy conservation. Some of these projects had to comply with heritage protection regulations. The work included improving insulation, fitting double-glazed windows and repairing facades, for instance. We also modernised kitchens and bathrooms and added balconies.

Energy savings per year

2,000 t CO<sub>2</sub>



**Energy-efficient, sustainable building**

By 2022, Deutsche Wohnen will create approximately 2,500 new apartments as new builds or by converting attics or adding floors to existing buildings. We develop and realise our new construction projects on the basis of integral energy concepts, focusing on the properties' energy standard and supply of heating. When we plan new city districts, we work in line with widely accepted sustainability criteria. We also ensure that the buildings have a good level of energy efficiency. Means of reducing energy requirements and utilising renewables are examined at an early stage and incorporated into the urban development strategy.

<sup>6)</sup> In addition to the absolute consumption figures, we will publish further data, including like-for-like key figures on the energy usage of the portfolio and our administrative locations, as part of our reporting in accordance with the EPRA Best Practices Recommendations on Sustainability Reporting (EPRA sBPR) in July 2018.

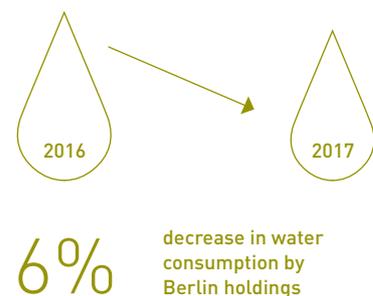
Managed by the DWB, we developed innovative system and energy concepts in 2017 which we will implement in forthcoming construction projects from 2018 onwards. This relates primarily to the new construction projects in Grellstraße in Berlin-Pankow, Wasserstadt Berlin-Spandau, and the Potsdam-Kramnitz district development project.

## Creating incentives for clients

The consumption of energy and water at let units depends largely on our tenants' behaviour as users. Our customers enter into their own contracts with suppliers for electricity and gas. Deutsche Wohnen is obligated to procure water from the relevant municipal water companies.

Deutsche Wohnen only has two means of influencing resource usage here. Firstly, we can pave the way for efficient energy and resource consumption by optimising energy generation and distribution systems, procuring green power and implementing other energy conservation measures. Secondly, we try to raise our tenants' awareness of ecological issues. Thus, we hope to motivate residents to conserve resources by issuing statements of costs on the basis of their actual consumption of the resources in question (heating and hot/cold water). When completing more complex modernisation work, we facilitate this by installing additional heat cost allocators and hot or cold water meters.

In 2017, we recorded water consumption of approximately 8 million litres for our Berlin holdings, which make up about 71% of our whole portfolio. This marked a reduction of around 6% compared with the previous year. Viewed in relation to the floor area of our holdings, consumption figures are also low at 1.24 l/sqm.



### Water consumption and water intensity, portfolio<sup>c)</sup>

	Unit	2016	2017
Water consumption	m <sup>3</sup>	8,453,625	7,929,615
Water consumption per sqm of gross internal floor area	m <sup>3</sup>	1.33	1.24
Gross internal floor area included	sqm	6,377,279	6,394,399
Units included	number	106,908	106,318

c) The data here relates to our Berlin portfolio, which accounts for around 71% of our portfolio as a whole. 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 – around 1% – of the total area.

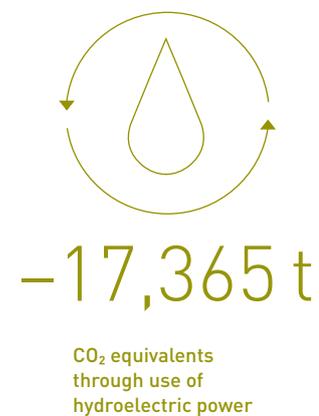
We cannot directly influence our tenants' behaviour with regard to the volume of waste produced either. However, we improve our holdings' environmental friendliness by systematically sorting through the waste in rubbish and recycling bins. This allows us to adjust the number of rubbish and recycling bins to actual needs and lower waste-related operating costs for our tenants accordingly. In the reporting year, we thereby reduced the total volume of waste produced at our holdings by some 12 million litres compared with 2016 to 917 million litres.

## Producing our own electricity and heat

Choosing energy from eco-friendly sources is a major factor in lessening the climate impact of residential holdings. To enable us to act more independently, efficiently and profitably in this area, Deutsche Wohnen established the joint venture G+D with the energy supplier GETEC. In conjunction with G+D, we are increasing the energy efficiency of the power generation units at our properties and reducing both CO<sub>2</sub> emissions and energy costs at the same time. As of 31 December 2017, G+D already supplied energy to approximately 58% of the Deutsche Wohnen portfolio which is heated centrally. This proportion rose to around 75% on 1 January 2018.

Furthermore, G+D acquired 53 heat generation plants with some 6,300 units in 2017. Additionally, it took over management of another 384 plants with approximately 24,500 units at our Berlin holdings as of 1 January 2018. Our subsidiary EMD Energiemanagement Deutschland GmbH will invest around EUR 10 million in renewing these heat generation plants by 2021. G+D also took over the utility company Stadtwerke Thale in the year under review, which operates an environmentally friendly local heating network with two heating plants and approximately 2,000 supply units. On top of this, Stadtwerke Thale supplies around 5,500 domestic and commercial customers in the region. With the acquisition, G+D is broadening the basis on which it operates and entering the retail market for the first time.

As part of our procurement strategy, which has proved successful over many years, we purchase certified electricity from renewable sources. We sourced approximately 90% of the communal electricity (used for entrance and hallway lighting and for technical equipment) for our residential and commercial units let as of 31 December 2017 from hydroelectric power. Compared with the conventional electricity mix – where renewables usually account for 30% – we were able to save 17,365 t of CO<sub>2</sub> equivalents in the reporting year (2016: 17,555 t of CO<sub>2</sub> equivalents). Additionally, we produce our own electricity with our 52 photovoltaic systems and five combined heat and power (CHP) plants. We fed 12,708 MWh into the public grid in the year under review.





## Combined heat and power plant: green energy in Berlin-Marienfelde

Boosting energy efficiency at our residential complexes and reducing carbon emissions and energy costs are among Deutsche Wohnen's environmental protection objectives. The company would like to make its holdings as climate-friendly as possible.

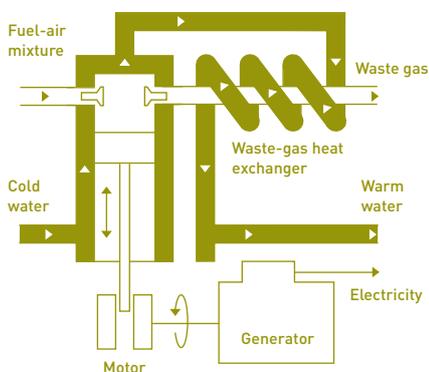


Our joint venture G+D has now put its fifth combined heat and power (CHP) plant – an eco-friendly alternative to conventional power stations – into operation. The latest CHP plant is in Marienfelde in southern Berlin and supplies energy and heat to a residential complex with around 900 units.

The CHP plant in Imbrosweg has an electrical output of 902 kW<sub>el</sub> and a thermal output of 931 kW<sub>th</sub>. It is the largest

combined heat and power plant to be operated at Deutsche Wohnen's holdings to date. Fed with climate-friendly biogas, the CHP plant increases the Group's production of green electricity from 9 GWh to approximately 12 GWh per annum. Putting it into use upped the rated electrical output of the power plant "fleet" to a total of 2,150 kW.

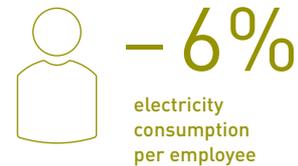
The electricity produced is fed into the public grid in return for payment. This means that conventional power stations have to generate less energy, reducing the amount of carbon dioxide which is released into the atmosphere. By using CHP plants at our properties, we are helping to make our energy supply more climate-friendly one step at a time. Going forward, we intend to further expand the decentralised energy supply to our holdings and produce more power ourselves.



## Climate and resource conservation at our own sites

For our administrative buildings, we can make our own decisions about where the energy comes from and how it is generated. We always choose environmentally friendly options. At the same time, we focus on conserving natural resources within our own processes.

In 2017, our administrative units' absolute energy consumption increased slightly to 5,625 MWh due to hiring additional staff. For the same reason, the usage of electricity and heating energy per square metre of gross internal floor area was also up somewhat on the previous year at 0.174 MWh (2016: 0.160 MWh). However, compared with one year earlier, electricity consumption per employee fell by 6% and the use of district heating was down 4%. The vehicle fleet's fuel consumption rose by around 21% because greater distances had to be covered in the reporting year. We are continuing to invest in the ecological optimisation of the vehicle fleet and in route planning to counteract this development.



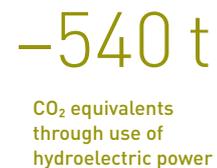
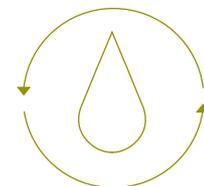
Energy and CO<sub>2</sub> intensity of the administrative locations<sup>d)</sup>

	Unit	2016	2017
Energy consumption per sqm of gross internal floor area	MWh	0.160	0.174
Greenhouse gas emissions per sqm of gross internal floor area	t CO <sub>2</sub> e	0.035	0.038
Electricity consumption per employee	MWh	1.036	0.972
Heating energy consumption per employee (district heating, pellets, petroleum, natural gas)	MWh	3.541	3.352

GRI 302-3  
GRI 305-4  
CRE 1

d) The intensity figures per square metre were calculated on the basis of the electricity and heating energy consumption levels and relate to 28,345 sqm of floor area in 2016 and 27,681 sqm in 2017. The greenhouse gas emissions per square metre were calculated using the market-based Scope 2 value (see environmental footprint). The energy consumption per employee is based on 992 members of staff in 2016 and on 1,111 in 2017 (as at 31 December 2017).

Since 2012, we have been meeting most of our own electricity requirements at our administrative locations with certified renewable energy from hydroelectric power. This enabled us to save 540 t of CO<sub>2</sub> equivalents in 2017. In connection with the legally required energy audit as per DIN EN 16247-1, Deutsche Wohnen collected extensive data, which it verified by means of site visits. We were able to use the results of the data analysis to identify potential energy savings and at the same time derive means of optimising the energy flows at the company.

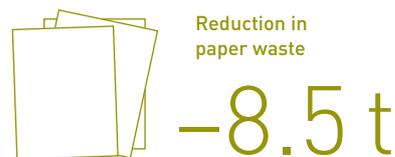


At the site in Berlin's Mecklenburgische Straße 57, for example, we switched to LED lighting in the majority of the hallways back in 2016. Since 2017, we have also been using LEDs to illuminate the works of art in the exhibition rooms. Together, these two changes reduced our annual electricity requirements for lighting by 2,600 kWh and saved approximately 1.6 t of CO<sub>2</sub> emissions. In the year under review, we also completely refurbished the heating system in Hanover's Schützenallee and renewed the circulating pumps, which will prompt further savings in 2018. We also completed work at a total cost of around EUR 300,000 to improve energy efficiency at our administrative buildings.

## Eco-friendly water and waste management

We constantly take steps to conserve resources and reduce waste at our administrative locations. To further minimise paper in day-to-day office work, we will make greater use of digital documents and virtual document management in the future while printing less. The slight increase in paper usage of 1.8 t is attributable to the larger workforce in the year under review. Nevertheless, we were able to decrease paper waste by 8.5 t.

We ensure that drinking water is used carefully. However, as office work does not require much water, we do not view water usage at our administrative locations as material. We have already taken steps to reduce consumption in the past by installing low-flush toilets and energy-saving dishwashers.



| GRI 303-1



## Powering vehicles with solar energy – protecting the climate

**FACILITA's new mobility concept shows how it is possible to be kind to the environment and successfully raise employees' awareness of ecological issues at the same time. In 2016 and 2017, the property portfolio managed by FACILITA – and its workforce – nearly doubled. To ensure that this growth does not have a detrimental effect on the environment, the facility service provider is currently switching its entire fleet to electric vehicles.**



**11**  
charging stations  
for e-vehicles

As well as procuring suitable vehicles, the greatest challenge was setting up the necessary charging infrastructure because it has to cover a radius large enough to keep staff members mobile throughout the city and its environs. FACILITA is already well on its way to successfully resolving these issues. As early as December 2016, the company set up a total of eleven charging stations at four Berlin sites in Pankow, Reinickendorf, Spandau and Steglitz with the support of the energy company Vattenfall. Another 21 charging points are planned and are due to be installed by summer 2018.

Most of the fleet already consists of electric vehicles as well. In 2017, there were 16 electric vehicles and just 15 cars with combustion engines. Of the latter, four are merely being leased until the charging infrastructure has been completed. The fleet now also includes 17 electric bikes and 52 pedal cycles. FACILITA's employees have embraced the change too: in the first year alone, they covered approximately 10,000 km on pedal cycles and around 10,000 km using electric bikes. The switch to electric vehicles is scheduled to be completed throughout the fleet by the end of 2018.

Using electric vehicles – be they cars or bikes – saves 21 g of CO<sub>2</sub> per 100 km. At the same time as reducing greenhouse gases, they promote the use of renewable energies. Making exclusive use of electric vehicles will reduce emissions to zero.



## RESPONSIBILITY TOWARDS SOCIETY

### Our targets

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**Expand, continue and structure corporate social responsibility activities**

- › Implement a guideline for social and cultural activities
- › Draft a concept for taking issues of construction culture into account more strongly when completing new construction and modernisation projects
- › Commit to supporting youth sport

---

**Promote a vibrant neighbourhood structure**

- › Make 4–5% of new letting space available for social and charitable purposes
  - › Actively shape (small) commercial sites within the portfolio
-



## Living life to the full

Deutsche Wohnen creates living space and designs vibrant districts for people in Germany's metropolitan areas. In doing so, we respect construction culture and contribute to the welfare of local communities in many different ways.

In Sahlkamp-Mitte in Hanover, we have taken on both 800 apartments and a wider responsibility. With the city council's approval, we are investing in the area and renewing the fabric of the buildings. At the same time, we are involving residents in decision-making and supporting social projects to promote the sustainable development of the district.

## Helping to create liveable towns and cities

Deutsche Wohnen is one of Germany's leading real estate companies. As such, our core line of business alone – providing good-quality housing – has a variety of impacts on the social environment. Our successful performance results not only in happy tenants and investors – the surrounding districts also benefit from well-maintained buildings, attractive outdoor areas and the social projects that we support.

The strategic aims of our sustainability programme in the "Responsibility towards society" area of action are to promote a vibrant district structure and to further our social engagement. We firmly believe that numerous local activities in various locations will have a greater impact than single, larger-scale campaigns. We specifically focus on measures that allow us to use our core areas of expertise effectively.

### Strengthening neighbourhoods and social cohesion

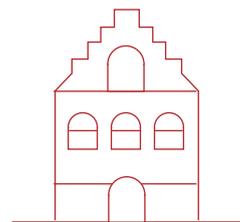
Housing as a product is something which is very close to people and which has a direct impact on their quality of life. By focusing the districts on specific target groups, we directly influence local communities and the individual residents. In this way, we strengthen and develop neighbourhoods and maintain the balance between economic and social issues in line with our business policy.

Extensive investments in our portfolio do not just raise the quality of the housing and the standard of living in the districts – the local economy benefits directly too. We primarily source the necessary services directly from local tradespeople such as roofers, cleaning companies, waste disposal companies, horticulturists, metalworkers, electricians, plumbing companies and transportation companies. More information on this can be found in the chapter entitled "Responsibility for the property portfolio and sustainable new construction".

By appropriately maintaining historic buildings that are worthy of protection, we play a significant part in preserving the cultural identity that these buildings represent. We are also involved in the Federal Foundation of Baukultur (Bundesstiftung Baukultur), whose activities include championing high-quality and carefully considered planning and construction. More information on this can be found in the section entitled "Preservation of historic buildings and building culture".

Leveraging our core area of expertise also enables us to make our social engagement especially effective. We therefore primarily promote measures related to the topic of living in the broader sense. For example, we let commercial space to social facilities at a reduced rate. Furthermore, we help to finance social workers and allocate residential units to socially disadvantaged individuals.

Management approaches  
GRI 203  
GRI 413



# 30,000

residential units with historical status



> "Horseshoe Estate" Berlin-Britz

## Engagement managed effectively and based on dialogue

For the purposes of implementing our sustainability programme in the area of social engagement, we have clearly defined areas of responsibility within the company. District management is handled by DWM, DWI/DWKS and Corporate Communication. The preservation of historic buildings and building culture are the responsibility of DWI/DWKS, DWCF and Corporate Communication.

We pursue our goals through collaboration and maintain ongoing dialogue with the relevant interest groups. Our employees at the local level, for example at the Service Points, are also aware of the impact and effectiveness of our activities. We have established a range of communication channels via which internal and external stakeholders can share suggestions and also complaints, for example regarding societal, social or environmental factors. In the area of more major modernisation activities, for example, we use tenant information events, local tenants' offices and tenant consultations as additional means of dialogue alongside the Service Points and the central Service Centre. We naturally also offer one-to-one meetings. More information on this can be found in the chapter entitled "Responsible corporate management".

## Modern residential estates give districts stability

| GRI 203-1

Modern living standards and an intact infrastructure increase people's well-being and contribute to improving the social climate. The design of a housing estate also reflects on the surrounding districts. Deutsche Wohnen aims to actively shape the districts it manages. We want to strengthen and develop the neighbourhoods within them. The Group therefore employs numerous measures to promote diversity, integration and a vibrant community culture within our portfolio.

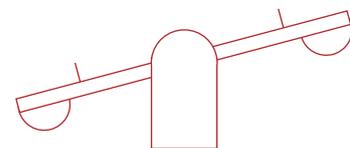
We maintain continuous dialogue with all involved or interested parties and work closely with the residents, policymakers and social organisations. In-depth dialogue formats such as tenant information events conducted jointly by DWI/DWKS, DWM and DWCF together with the Corporate Communication division are just one example of many.

## A liveable environment with functioning communities

Our estates contribute to creating a liveable environment. The majority of our buildings are surrounded by open, green areas. These serve as recreational space and help improve the local air quality. Deutsche Wohnen has established its own green space management system in order to develop these spaces wisely, in other words in accordance with the district's and tenants' needs. More information on this can be found in the chapter entitled "Responsibility for the property portfolio and sustainable new construction".

1,500 playgrounds make our estates especially attractive for families with children. In addition, our Service Point employees select tenants carefully to maintain a functioning social structure within the districts, taking inquiries from various social strata into account.

Since 2015, we have been working intensively with municipalities and social agencies concerning the integration of refugees. In total, we have allocated approximately 1,000 residential units within our portfolio to socially disadvantaged people. We naturally execute scheduled refurbishment and modernisation measures in a manner which is socially acceptable. More information on this can also be found in the "Tenants" section of the chapter entitled "Responsibility for the property portfolio and sustainable new construction".

**1,500 playgrounds**

When it comes to new lettings within our portfolio, DWI and DWKS see to it that social agencies and microbusinesses are taken into account as well. Our commercial space management unit manages the letting of space to traders on the basis of strategic aspects. This results in optimum diversification of the uses of the properties in the districts, which in turn increases their attractiveness for the residents. More information on this can be found in the chapter entitled "Responsibility for the property portfolio and sustainable new construction".

We make approximately 4–5% of the space newly let each year available for social and non-profit purposes. We support initiatives which have a positive impact on the neighbourhoods within our estates and contribute to successful community interaction with donations or affordable housing.

New letting area  
used for social and charitable causes

4–5% per  
year

## Exemplary engagement: support for local projects

### Berlin-Friedrichshain/Kreuzberg: network for the "Kotti" district

The association Loyal e.V. in the Kottbusser Tor district in Berlin is an urgently needed drop-in centre for children and adolescents who face particular challenges in the education system and are therefore at risk of social exclusion. From 2008, GSW Immobilien AG supported Loyal e.V. by letting two commercial spaces to it rent-free. We have continued this engagement since the merger with Deutsche Wohnen in the form of a rent reduction of EUR 10,000 per annum.

However, a lack of institutional funding from the public authorities meant that Loyal e.V. faced an end to its activities in 2017 after 14 years. As we firmly believe in the positive impact and work of the association, we made EUR 5,000 available at short notice in the year under review in order for it to continue to operate. This stopgap financing was a success as the association is now financially stable once again.

We are also involved in other initiatives in the Kottbusser Tor district. The Group contributed financially and logistically to the establishment of the neighbourhood network "blog\_huette". In the year under review, we furthermore realised a prevention project combating drug-related crime together with the police, the district management unit and the Berlin Senate Department for Urban Development. In addition, we work towards making the district strong for the future in committees, for example in district conferences or workshops such as "Strategien für den Kotti" (Strategies for the Kotti).

### Berlin-Spandau: DW Fund topped up

As one of the largest private landlords in Berlin's Spandau and Falkenhagener Feld districts, local neighbourhood development is something which is very important to Deutsche Wohnen. We therefore topped up the DW Fund for Falkenhagener Feld with EUR 10,000 in 2017. Local initiatives and neighbourhood associations that run projects specifically for children and adolescents were able to apply for monies from this fund. By supporting such projects, we aim to help the many families in Falkenhagener Feld in particular, thus strengthening social cohesion within the district.

### Berlin-Hellersdorf: revitalising the district "Kastanien-Boulevard"

The Kastanienallee boulevard in Hellersdorf has been under the management of Deutsche Wohnen since 2013. While the majority of the commercial units have since been let again, the green and once bustling shopping street is still suffering from the results of an exodus of retailers which occurred in the 1990s. To initiate the boulevard's redevelopment, the district management division established a diverse local participation process in 2016.

Since February 2017, the project has been sponsored by the association bwgt e.V. In the months that followed, the association offered various participation formats in which around 300 people developed all sorts of different concepts for an ideas workshop. At the end of June, residents, representatives of the district authorities and of the social institutions, local businesses and Deutsche Wohnen then presented a framework concept and submitted it to the district. This framework concept was approved by Berlin's Senate Department for Urban Development and Housing in spring 2018. In addition to the pledged urban development funds, Deutsche Wohnen will cover 50% of the total costs. In all, EUR 600,000 is therefore available for the construction measures.

### Berlin, Caritas project: new housing for women

Again and again, women are forced to seek refuge with their children in a women's shelter. To make it easier for these women to find a new home after staying at a shelter, the Caritas charity established the project NeuRaum (NewSpace) in 2016. This involves the sponsor Caritas renting residential units which it makes available to women and their children and then transferring the units to them after an initial six-month period. Together with socio-educational advice, this allows the women to regain their independence.

Deutsche Wohnen has supported this project from the beginning by making housing available and currently provides 28 residential units.

### "Wir zusammen": prospects for refugees

Deutsche Wohnen made housing available to refugees right from the start of the influx of people seeking refuge. At the end of 2017, approximately 750 residential units from within our portfolio were let to refugees, around 300 of which are in Berlin alone.

In addition, Deutsche Wohnen has been a member of the "Wir zusammen" (We Together) network since 2015. This integration initiative on the part of German industry promotes projects that facilitate integration and invigorate interaction and communication between residents and refugees.

We also support integration projects which promote social cohesion, both financially and by providing commercial units. In early 2017, we developed a "residential diploma" (Wohnführerschein) for unaccompanied minor refugees together with the association JaKus e.V. in Hellersdorf, Berlin. In the process, we helped a Syrian social worker gain a further qualification. With this social worker's assistance, seven young refugees learned how to rent an apartment in Germany. In November 2017, seven other young refugees attended a course run by the association Stadtteilzentrum Steglitz e.V. Here, too, we contributed to the programme content, among other things with applicant interview training.



**750**  
apartments  
for refugees,  
of which 300  
in Berlin





## Commitment to Hanover's Sahlkamp-Mitte district

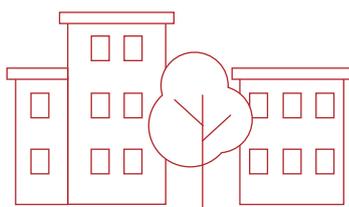
**In drab residential areas in particular, it's not just the fabric of the buildings that needs refreshing – the district's image does as well. Deutsche Wohnen decided to tackle both of these issues in Sahlkamp-Mitte. When the company took the estate in Hanover under its management in 2012, it reached an agreement with the city to work together to enhance the district in a variety of ways and get it ready for the future.**



As a first step, 55 balconies were repaired in 2015. In 2017, the company then used funding and other means to refurbish buildings with a total of 113 residential units in order to improve their structure and energy efficiency. Further investments and projects such as new elevators or the fitting of energy-saving windows and balcony doors are either in the planning stages or have already been realised.

Throughout, it was especially important to us that we actively involved the estate's residents. In a participation process that attracted large numbers, the residents chose the colour scheme for the building facades and entrances. The fresh look not only makes the individual building entrances more recognisable – it also gives the facades a vibrant appearance and strengthens the residents' sense of affiliation with their district.

Deutsche Wohnen manages more than 800 residential units in Sahlkamp-Mitte and upwards of 1,400 in Sahlkamp as a whole. To make the district attractive for the tenants, the company has been supporting various neighbourhood activities since 2012, including a Christmas market and a project position in the NaDu (HeyYou) day-care facility. This facility was also awarded EUR 10,000 in May 2017 for the project Easy Ways to Repair and Make Your Own Useful Items and Toys. These efforts clearly demonstrate how committed Deutsche Wohnen is to this location and how it seeks to give it a long-term and positive development outlook.



**1,400** residential units in Sahlkamp, of which 800 in Sahlkamp-Mitte

## Protecting historic buildings and developing them with the future in mind

With its approximately 30,000 residential units, Deutsche Wohnen is one of the largest owners of listed residential properties in Germany. These include four estates in Berlin which are UNESCO World Heritage sites: the Siemensstadt Ring Estate (Ringsiedlung Siemensstadt), White City (Weiße Stadt), the Carl Legien Housing Estate (Wohnstadt Carl Legien) and the "Horseshoe Estate" (Hufeisensiedlung) Britz.

We now have many years of experience in managing historic buildings and promoting heritage protection, for example by means of energy efficiency upgrades. DWCF and DWI/DWKS are responsible for implementing the ongoing maintenance, modernisation and refurbishment measures and for smooth tenant turnover processes. Corporate Communication oversees communication of the extensive investment programme.

In protecting historic buildings and listed architecture, we are living up to our responsibility to play our part in preserving cultural identity. Our estates and tenants likewise benefit from this. Thanks to our expertise in handling properties which are worthy of protection, we can take historic buildings into the future appropriately and with care. In order that the buildings can be preserved as part of our heritage for the generations to come, we will invest more than EUR 1.2 billion in the future viability, intrinsic value and energy efficiency improvement of our portfolio between now and 2022.



**Largest owner of listed residential buildings in Germany**



- From left, clockwise:
- > Carl Legien Housing Estate
  - > Weiße Stadt
  - > "Horseshoe Estate" Britz
  - > Siemensstadt Ring Estate

**Potsdam-Krampnitz:****new neighbourhood on former barracks site**

Together with the city of Potsdam and the development agency Potsdam GmbH, Deutsche Wohnen is developing and restoring a former barracks site as a listed complex. From 2020, up to 10,000 people are set to be housed in as many as 4,300 residential units on this 140-hectare site. In addition to 900 residential units in the listed buildings on the site acquired by Deutsche Wohnen, a further 500 to 600 new apartments will be built. We began to collaborate with the heritage protection authorities in Potsdam immediately after signing the agreement to make sure nothing prevents construction work from commencing in 2019.

The new district will offer country living right by the water, with good connections to Potsdam and Berlin. To make the district liveable and vibrant, there are plans for, among other things, three day-care centres, a primary school and a secondary school, including the usual sports facilities. Sufficient space has also been set aside for retail, the service industry and food services as well as a youth centre.

**Working together for a vibrant building culture**

Deutsche Wohnen contributes to the preservation of German building culture not only by maintaining its own listed buildings, but since 2017 also by its membership of the Friends' Association of the Federal Foundation of Baukultur (Förderverein der Bundesstiftung Baukultur). This foundation based in Potsdam develops and realises its own initiatives, event series and publications with the aim of forging links between stakeholders who are interested in building culture and corresponding activities and to raise awareness of the topic among the public and interested experts.

The foundation and its projects bring engineers, architects and town planners together with regional and national initiatives, foundations, chambers and associations as well as the housing and real estate industry. The work of the non-profit foundation is now supported by more than 1,000 members.

The Federal Foundation of Baukultur also organises regular building culture workshops. As a member of the Friends' Association, we supported three workshops in 2017, among others in Mainz in May. Around 120 participants including architects, urban planners, conservationists, archaeologists, historians, policymakers and the representatives of various businesses came together to discuss the topic of the historical layers of a city. The findings of the building culture workshops are incorporated into the building culture report.

MITGLIED IM  
FÖRDERVEREIN BUNDESSTIFTUNG

**bauKULTUR**

## Commitment to promoting art, culture and sport

The majority of Deutsche Wohnen's social activities support projects and initiatives related to the social environment of its own residential property portfolio. This is where we can make especially effective use of our core capabilities. On top of this, we also promote culture, art and sport. For example, we decided to finance the laying of new "Stolpersteine" commemorative paving stones in Neukölln, Berlin, at short notice after they were vandalised in November 2017. In total, we spent approximately EUR 1 million on non-profit purposes – overseen by the Corporate Communication department – and on sponsorship, which is primarily the responsibility of the Marketing department, in 2017.

### Giving contemporary art a platform

In the 1920s, the Berlin-based GEHAG with its architect Bruno Taut built modern and affordable housing for a broad cross section of the population. Taut originally trained as a painter and was an active member of the "Glass Chain" (Gläserne Kette) artists' guild. The first exhibition was dedicated to a residential building in Dahlewitz which was planned and designed by Taut.

The GEHAG Forum has since become a recognised venue for contemporary art exhibitions. The exhibition space at the Deutsche Wohnen headquarters in Wilmersdorf, Berlin, serves as an appropriate platform for the multifaceted expressions of modern art above and beyond the mainstream. In addition to architectural works, the visitors will find paintings, etchings, drawings, sculptures and even video installations here. Deutsche Wohnen supported the GEHAG Forum with approximately EUR 80,000 in 2017.

### Optimum training environment for up-and-coming handball players

Deutsche Wohnen considers sports sponsorship to be a suitable way in which to link image promotion with social engagement. In this context, we entered into an exclusive and strategic partnership with the Füchse Berlin (Berlin Foxes) handball club in 2016. Since then, Deutsche Wohnen has been the official main and strip sponsor of this club, which has enjoyed both national and international success. We also focus in particular on extensive and sustained work with young and up-and-coming talent.

Together with the club, we intend to turn Füchse Town, the handball team's sports base at the Sportforum Hohenschönhausen, into one of the most state-of-the-art centres for the next generation of handball players in Germany. Here we are guided very specifically by the athletes' needs in order to help them achieve even greater success. For example, we financed an innovative ten-camera system that helps up-and-coming players analyse their training and assisted with converting the meeting room into a lounge equipped with a kitchen and cutting-edge media technology.

EUR 1 m  
for charitable causes and sponsoring



> Residential building by Bruno Taut in Dahlewitz



## Key figures

### CORPORATE MANAGEMENT

 I GRI 102-7  
 I GRI 201-1

	Unit	2016	2017
<b>Economy</b>			
Rental income	EUR m	704.5	744.2
Earnings from Residential Property Management	EUR m	586.4	612.8
Earnings from disposals	EUR m	54.3	50.3
Earnings from Nursing and Assisted Living	EUR m	16.8	48.0
FFO I	EUR m	383.9	432.3
EPRA NAV (undiluted)	EUR m	10,017.0	12,676.8
Market capitalisation	EUR bn	10.1	12.9

A detailed presentation of our key economic figures can be found in the 2017 Annual Report.

### PROPERTY PORTFOLIO AND NEW CONSTRUCTION

I GRI 102-7

	Unit	2016	2017
<b>Tenant satisfaction</b>			
Tenant survey: satisfaction with the living situation	%	n/a	81
Service Points	number	23	23
Tenant management employees	number	500	600
Proportion of employees involved in property management and administration, rental contract management and tenant management <sup>1)</sup>	%	71.0	73.0
Calls received per day (average)	number	2,500	2,300
<b>Portfolio</b>			
Residential and commercial units	number	160,160	163,134
of which residential		157,976	160,668
of which commercial		2,184	2,466
Proportion of portfolio in Core+ markets	%	85	87
Proportion of portfolio in Core markets	%	12	12
Total portfolio value	EUR bn	15.7	19.6
Fair value of properties <sup>2)</sup>	EUR bn	15.5	18.9
Fair value per sqm of residential and commercial area <sup>2)</sup>	EUR per sqm	1,580	1,886
Average in-place rent	EUR per sqm/month	6.10	6.40
Average vacancy rate	%	1.8	2.0
Investments in modernisation and maintenance <sup>3)</sup>	EUR per sqm	24.92	33.37
of which investments in modernisation		15.29	22.85
of which investments in maintenance		9.63	10.52
Average investment in the case of tenant turnover	EUR	5,162	8,333

A detailed presentation of our key economic figures can be found in the 2017 Annual Report.

1) Previous year's figure amended as basis of calculation changed in 2017 (to include trainees, the Management Board and executives)

2) Only comprises residential and commercial buildings, without Nursing and Assisted Living

3) Taking account of the average floor space on a quarterly basis in the relevant period

Portfolio and new construction	Unit	2016	2017
<b>Supply chain</b>			
Investments in the supply chain	EUR m	455.3	543.0
<b>Contract volume</b>			
Ongoing maintenance and tenant turnover		94.5	104.7
Refurbishment and modernisation projects		150.0	227.4
Energy management		108.0	108.0
New construction and redensification		6.5	5.3
Multimedia		12.0	14.6
Insurance policies		26.8	28.5
Sub-metering		10.0	9.8
Waste management		2.2	1.7
Infrastructural facility management		45.3	43.0
<b>Number and type of business partners</b>			
Ongoing maintenance and tenant turnover	number	2 system providers	2 system providers
Refurbishment and modernisation projects		380 businesses and offices	250 businesses and offices
Energy management		49 suppliers	48 suppliers
New construction and redensification		88 business partners	273 business partners
Multimedia		29 partners	24 partners
Insurance policies		3 insurance companies	9 insurance companies
Sub-metering		6 partners	4 strategic partners
Waste management		8 partners	7 partners
Infrastructural facility management		10 strategic partners	10 strategic partners

I GRI 102-9

## EMPLOYEES

I GRI 102-8

### Preliminary note on key figures for employees

Unless indicated otherwise, the figures comprise both the salaried and temporary employees (headcount) of Deutsche Wohnen SE including FACILITA at the reporting date, 31 December.

Deutsche Wohnen's middle management comprises team leaders and Service Point managers. Upper management comprises managers, managing directors and directors.

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 as the work involved in collecting the data is not commensurate with the insights this would provide.

Employees	Unit	2016	2017
<b>Overview</b>			
Total number of employees	number	992	1,111
of which permanent		383 ♂ 503 ♀	469 ♂ 543 ♀
of which temporary		48 ♂ 58 ♀	40 ♂ 59 ♀
of which full-time		416 ♂ 489 ♀	497 ♂ 512 ♀
of which part-time		15 ♂ 72 ♀	12 ♂ 90 ♀
<b>Employees by position</b>			
in residential unit management, rental contract management and tenant management		751	835
in the holding company		241	276

Employees	Unit	2016	2017		
<b>Overview</b>					
Employees covered by collective bargaining agreements	%	22.4	24.7	I GRI 102-41	
Total number of new employees <sup>4)</sup>	number	174	232		
	%	17.5	20.9		
Total employee turnover	number	88	107	I GRI 401-1	
	%	8.8	9.6		
of which employee-initiated terminations <sup>5)</sup>	number	43	57		
	%	4.3	5.1		
<b>Length of service</b>	%				
Up to 1 year		17.3	20.9		
1 to 5 years		37.4	40.7		
6 to 15 years		23.3	18.9		
16 to 20 years		15.6	13.5		
More than 20 years		6.4	6.0		
Average length of service	years	8.3	7.6		
<b>Employee satisfaction survey</b>	%				
Participation rate		72		Every two years: next survey to be conducted in April 2018	
Proportion who are "satisfied" or "very satisfied" with Deutsche Wohnen as their employer		77			
<b>Diversity</b>	%			I GRI 405-1	
People on the Management Board by gender	%	100 ♂	0 ♀	100 ♂	0 ♀
People on the Supervisory Board by gender	%	100 ♂	0 ♀	100 ♂	0 ♀
People on the Management Board by age group	%				
Under 30 years of age		0	0		
30–50 years of age		66	66		
Over 50 years of age		34	34		
People on the Supervisory Board by age group	%				
Under 30 years of age		0	0		
30–50 years of age		0	0		
Over 50 years of age		100	100		
Workforce by gender <sup>6)</sup>	%	43.4 ♂	56.6 ♀	45.8 ♂	54.2 ♀
Management by gender <sup>7)</sup>	%	55.8 ♂	44.2 ♀	56.6 ♂	43.4 ♀
Workforce by age group	%				
Up to 35 years of age		37.2	37.6		
36–45 years of age		21.0	23.8		
46–55 years of age		28.1	25.0		
More than 55 years		13.7	13.6		
Average workforce age	years	41.2	41.0		
Management by age group	%				
Up to 35 years of age		14.9	11.2		
36–45 years of age		47.3	58.8		
46–55 years of age		27.0	21.2		
More than 55 years		10.8	8.8		
Proportion of disabled employees	%	2.2	0.4		

4) All new hires between 1 January 2017 and 31 December 2017 were taken into account for the financial year 2017.

5) The figures comprise salaried and temporary employees (headcount) who left between 1 January 2017 and 31 December 2017.

6) Including trainees

7) Including Management Board

Employees	Unit	2016		2017		
<b>Training and education</b>						
Average hours of training and education	hours	19.6 in total		18.1 in total		I GRI 404-1
		21.4 ♂	18.2 ♀	19.4 ♂	17.2 ♀	
Senior management		45.6 in total		23.4 in total		
		40.7 ♂	51.6 ♀	25.3 ♂	21.3 ♀	
Middle management		45.2 in total		39.6 in total		
		48.0 ♂	42.2 ♀	36.6 ♂	41.9 ♀	
Rest of workforce		16.5 in total		16.2 in total		
		17.8 ♂	15.5 ♀	17.6 ♂	15.4 ♀	
Investment in employee training	EUR	614,000		740,000		
Hours of training	number	14,000		18,000		
Trainees	number	44		46		
Training ratio	%	4.5		4.1		
Trainees who stayed with the company upon qualifying	number	15		9		
Employees who received a regular performance and career development review in the reporting period	%	92.5 in total		94.1 in total		I GRI 404-3
		96.3 ♂	90.1 ♀	95.9 ♂	93.0 ♀	
Managers		93.9		98.7		
Trainees		100		100		
Rest of workforce		92.5 <sup>8)</sup>		93.8 <sup>9)</sup>		
<b>Career and family</b>						
Total number of employees entitled to parental leave by gender	number	431 ♂	561 ♀	509 ♂	602 ♀	I GRI 401-3
Total number of employees who took parental leave by gender	number	9 ♂	41 ♀	7 ♂	36 ♀	
Total number of employees returning to work during the reporting period at the end of their parental leave	number	7 ♂	18 ♀	7 ♂	14 ♀	
Proportion of employees who returned to work following parental leave	%	n/a		100 ♂	78 ♀	
<b>Occupational health and safety</b>						
Workplace accidents recorded <sup>10)</sup>	number	37		46		I GRI 403-2
Lost day rate <sup>11)</sup>	number	105		131		
Illness rate <sup>12)</sup>	%	5.9		5.6		
Absenteeism rate <sup>13)</sup>	%	5.9		5.6		
Work-related fatalities	number	0		0		
Injury frequency rate <sup>14)</sup>	%	0.02		0.02		

8) Excluding Management Board, temporary staff, those in service < six months as at 31 October 2016, DWKS, GSW, leave of absence

9) Excluding Management Board, temporary staff, those in service for < six months as at 31 October 2017, GSW, leave of absence

10) Incl. accidents on the way to work

11) Period (days) in which work was not possible due to employees not being able to perform their usual duties as a result of a workplace accident

12) Persons on long-term sick leave

13) Lost days based on calculation of actual absenteeism (as a percentage) of the total number of work days designated for the employees over the same period

14) Workplace accidents in relation to total working hours of all the employees

## CLIMATE AND THE ENVIRONMENT

### Preliminary note on key figures for the environment

To manage the key environmental 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. Unless indicated otherwise, the key figures relate to the financial year in question and the entire Group (i.e. all the fully consolidated companies and equity-accounted companies based on the shareholdings as per the consolidated annual financial statements).

The recognition of the energy production of G+D Gesellschaft für Energiemanagement mbH, Magdeburg, a joint venture in which Deutsche Wohnen holds a 49% stake, constitutes an exception. 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, which was acquired by G+D in the year under review) is not included in Deutsche Wohnen's energy and environmental footprint.

The figures presented here have had their decimal places rounded. As such, there may be minor totalling deviations. The intensity key figures are an exception here as these are stated with decimal places in order to evidence any changes.

### Environmental data, administrative locations

#### Energy consumption of the administrative locations in MWh<sup>a)</sup>

Type of energy	Usage	2016	2017
Natural gas	Heating	909	1,036
Petroleum	Heating	24	16
Pellets	Heating	3	3
District heating	Heating	2,576	2,669
Electricity	Lighting and electrical equipment	1,028	1,079
Diesel	Business trips	127	231
Petrol	Business trips	536	584
Natural gas	Business trips	13	7
<b>Total</b>		<b>5,216</b>	<b>5,625</b>

I GRI 302-1

a) The energy consumption values for the administrative locations have been adjusted to reflect weather conditions. The vehicle fleet fuel consumption levels represent actual consumption. The 2016 forecast values for electricity and heating energy were adjusted on the basis of actual consumption. A forecast was made for 2017 based on actual consumption in the previous year.

#### Climate emissions of the administrative locations in tonnes of CO<sub>2</sub> equivalents<sup>b)</sup>

Type of energy	Specification	Unit	2016	2017
Scope 1: direct greenhouse gas emissions	Emissions from fossil fuels (petrol, diesel, natural gas, petroleum)	t CO <sub>2</sub> e	446	520
	Emissions from biogenic sources (pellets)	t CO <sub>2</sub> e	0.06	0.06
Scope 2: energy indirect greenhouse gas emissions	Emissions from electricity and district heating (location-based)	t CO <sub>2</sub> e	1,301	1,356
	Emissions from electricity and district heating (market-based)	t CO <sub>2</sub> e	787	815

I GRI 305-1  
I GRI 305-2

b) The values represent the direct (Scope 1) and energy indirect (Scope 2) climate emissions based on the energy consumption values for the administrative locations adjusted to reflect weather conditions. The Scope 1 value and the location-based Scope 2 value were calculated using the emission factors of the Institute for Living and the Environment (Institut Wohnen und Umwelt – IWU) and the emission factor for the German electricity mix of the German Environment Agency (UBA) [527 g CO<sub>2</sub>e/kWh]. The market-based Scope 2 value is also presented in order to illustrate the positive effects on the climate of sourcing certified green electricity. This value is made up as follows: emissions from district heating; 5% electricity emissions based on electricity mix factor for Germany [527 g CO<sub>2</sub>e/kWh] and 95% emissions based on green electricity factor [0 g CO<sub>2</sub>e/kWh].

**Reduction in the energy consumption and climate emissions of the administrative locations based on efficiency and savings measures<sup>c)</sup>**GRI 302-4  
GRI 305-5

Measure	Unit	2016	2017
Annual savings due to conversion to LED	MWh	2.6	2.6
Annual avoided emissions due to conversion to LED	t CO <sub>2</sub> e	1.4	1.4
Emissions avoided because of certified green electricity from hydroelectric power	t CO <sub>2</sub> e	514	540

c) The artworks in the exhibition spaces are now illuminated with LED.  
The resultant energy savings and avoided climate emissions could not be determined.

**Vehicle fleet and transport**

	Unit	2016	2017
Pool of vehicles	number	115	170
Vehicles replaced on age-related grounds	number	20	9
Electric vehicles (FACILITA)	number	11	16
Electric bikes (FACILITA)	number	11	17
Bikes	number	41	52
Average CO <sub>2</sub> emissions according to the manufacturer	g CO <sub>2</sub> e/km	123	124
Average change in vehicle fleet consumption	in l/100 km	-0.10	+0.14
<b>Total distance travelled</b>	<b>in km</b>	<b>1,007,565</b>	<b>1,261,655</b>

**Air pollutant emissions of the administrative locations<sup>d)</sup>**

GRI 305-7

Air pollutant	Unit	2016	2017
Sulphur dioxide	t SO <sub>2</sub>	0.46	0.49
Nitrogen oxides	t NO <sub>x</sub>	1.37	1.49
Particulate matter	t PM	0.08	0.08
<b>Total</b>		<b>1.91</b>	<b>2.06</b>

d) The fuel combustion and district heating emissions were calculated using the GEMIS 4.9.4 factors.

**Energy and CO<sub>2</sub> intensity of the administrative locations<sup>e)</sup>**GRI 302-3  
GRI 305-4  
CRE 1

	Unit	2016	2017
Energy consumption per sqm of gross internal floor area	MWh	0.160	0.174
Greenhouse gas emissions per sqm of gross internal floor area	t CO <sub>2</sub> e	0.035	0.038
Electricity consumption per employee	MWh	1.036	0.972
Heating energy consumption per employee (district heating, pellets, petroleum, natural gas)	MWh	3.541	3.352

e) The intensity figures per square metre were calculated on the basis of the electricity and heating energy consumption levels and relate to 28,345 sqm of floor area in 2016 and 27,681 sqm in 2017. The greenhouse gas emissions per square metre were calculated using the market-based Scope 2 value (see environmental footprint). The energy consumption per employee is based on 992 members of staff in 2016 and on 1,111 in 2017 (as at 31 December 2017).

**Non-hazardous waste attributable to administrative activities in tonnes by method of disposal<sup>f)</sup>**

GRI 306-2

Method of disposal	Waste category	Unit	2016	2017
Recycling	Paper	in t	85.1	76.6

f) Paper waste levels are recorded for the administrative locations. Further data relating to non-hazardous types of waste is not relevant in view of the administrative activities and can also not be reliably quantified.

## Environmental data, portfolio

Energy consumption of the portfolio in MWh<sup>g)</sup>

Type of energy	Usage	2016	2017
Natural gas	Heating	521,648	535,338
Petroleum	Heating	36,926	37,768
Pellets	Heating	8,412	8,419
District heating	Heating	589,419	618,952
Electricity	Lighting and electrical equipment	33,313	32,948
Energy sold generated from photovoltaics		-985	-688
<b>Total</b>		<b>1,188,733</b>	<b>1,232,737</b>

GRI 302-1  
GRI 302-2

g) The values represent the portfolio energy consumption. The heating energy consumption figures were adjusted to reflect weather conditions using the climate factors of Germany's National Meteorological Service (DWD). In total, heating energy consumption in 2016 relates to 8,577,822 sqm (138,755 units) and to 8,565,191 sqm (138,488 units) for 2017. Electricity consumption relates to space of 8,876,923 sqm (145,156 units) for both 2016 and 2017. The data pool was expanded for 2016 compared with the previous year's report for the purposes of easier comparison. We record the consumption of natural gas within our portfolio via the central heating systems. These generally equate to the tenants' consumption levels. 27 photovoltaic systems (approximately 400 kWp) were sold on 1 October 2016, resulting in a drop in the volume of energy fed into the grid in 2017. We currently still have 52 systems in our portfolio with capacity totalling around 920 kWp.

Air pollutant emissions of the portfolio in tonnes<sup>h)</sup>

Air pollutant	Unit	2016	2017
Sulphur dioxide	t SO <sub>2</sub>	97	102
Nitrogen oxides	t NO <sub>x</sub>	342	356
Particulate matter	t PM	17	17
<b>Total</b>		<b>456</b>	<b>475</b>

GRI 305-7

h) The fuel combustion and district heating emissions were calculated using the GEMIS 4.9.4 factors. Decimal places have been rounded.

Climate emissions of the portfolio in tonnes of CO<sub>2</sub> equivalents<sup>b)</sup>

	Specification	Unit	2016	2017
Scope 1: direct greenhouse gas emissions	Emissions from fossil fuels (natural gas, petroleum)	t CO <sub>2</sub> e	137,275	140,838
	Emissions from biogenic sources (pellets)	t CO <sub>2</sub> e	151	152
Scope 2: energy indirect greenhouse gas emissions	Emissions from electricity and district heating (location-based)	t CO <sub>2</sub> e	191,435	199,954
	Emissions from electricity and district heating (market-based)	t CO <sub>2</sub> e	175,634	184,327

GRI 305-1  
GRI 305-2

i) The values represent direct and energy indirect climate emissions based on the portfolio's energy consumption. The Scope 1 value and the location-based Scope 2 value were calculated using the emission factors of the Institute for Living and the Environment (Institut Wohnen und Umwelt - IWU) and the emission factor for the German electricity mix of the German Environment Agency (UBA) (527 g CO<sub>2</sub>e/kWh). The market-based Scope 2 value is also presented in order to illustrate the positive effects on the climate of sourcing certified green electricity. This value is made up as follows: emissions from district heating; 10% electricity emissions based on electricity mix factor for Germany (527 g CO<sub>2</sub>e/kWh) and 90% emissions based on green electricity factor (0 g CO<sub>2</sub>e/kWh).

Energy and CO<sub>2</sub> intensity of the portfolio<sup>j)</sup>

	Unit	2016	2017
Heating energy consumption per sqm of gross internal floor area	MWh	0.135	0.140
Electrical energy consumption per sqm of gross internal floor area	MWh	0.0038	0.0037
GHG emissions per sqm of gross internal floor area	t CO <sub>2</sub> e	0.036	0.038

GRI 302-3  
CRE 1  
CRE 3

j) The intensity key figures for heating energy and electricity consumption relate to different floor areas: the value for heating energy consumption in 2016 relates to 8,577,822 sqm (138,755 units); for 2017, it relates to an area of 8,565,191 sqm (138,488 units). Electricity consumption relates to space of 8,876,923 sqm (145,156 units) for both 2016 and 2017. As electricity consumption accounts for only approximately 1% of heating energy consumption and 90% of the total electricity consumed is sourced as green electricity (0 g CO<sub>2</sub>e/kWh), the CO<sub>2</sub> intensity figure only includes the climate emissions related to heating energy consumption.

**Reduction in the energy consumption and climate emissions of the portfolio based on efficiency and savings measures<sup>k)</sup>**GRI 302-4  
GRI 302-5  
GRI 305-5

	Unit	2017
Reduction in energy consumption due to refurbishment and modernisation of the units	MWh	3,797.1
Reduction in climate emissions due to refurbishment and modernisation of the units	t CO <sub>2</sub> e	915
Climate emissions avoided due to certified green electricity from hydroelectric power	t CO <sub>2</sub> e	17,365

k) The derived climate emission volumes were calculated using a factor of 241 g/kWh for natural gas [emission factor of the Institut Wohnen und Umwelt (IWU)].

**Water consumption and water intensity, portfolio <sup>l)</sup>**GRI 303-1  
CRE 2

	Unit	2016	2017
Water consumption	m <sup>3</sup>	8,453,625	7,929,615
Water consumption per sqm of residential and commercial area	m <sup>3</sup>	1.33	1.24
Residential and commercial area included	sqm	6,377,279	6,394,399
Units included	number	106,908	106,318

l) The data here relates to our Berlin portfolio, which accounted for around 71% of our portfolio as a whole in 2017. 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 – around 1% – of the total area.

**Materials used by weight or volume**

I GRI 301-1

Material	Unit	2016	2017
Screed	t	178	209
Styrofoam	m <sup>3</sup>	1,000	700
Mineral wool	m <sup>3</sup>	13,600	8,250
Cellulose blown-in insulation	m <sup>3</sup>	21,200	5,800
Paper	t	51	53

**Hazardous waste attributable to building and modernisation work in tonnes by method of disposal**

I GRI 306-2

Method of disposal	Waste category	2016	2017
Deep-sea/underground disposal	Waste containing asbestos	558	1,011
Treatment (if possible), otherwise landfilling	Contaminated construction waste	89	165
Thermal utilisation	Category A4 wood waste	742	957
Landfilling	MMVFs	5	400
Thermal utilisation	PAHs	120	61

**Tenants' waste by type and method of disposal in litres**

I GRI 306-2

Method of disposal	Type	2016	2017
Recycling	Paper, cardboard, cardboard boxes	185,032,692	178,316,372
	Glass	16,936,140	16,515,720
Composting	Organic waste	48,618,960	47,404,760
Recovery, including energy recovery	Household waste	551,794,748	553,721,584
	Recycling container	127,314,720	121,494,880
<b>Total</b>		<b>929,697,260</b>	<b>917,453,316</b>

**Near-natural design**

	Unit	2016	2017
Investment in outdoor areas within the portfolio	EUR m	13.2	19.5
Green space	million sqm	6	6
Trees within portfolio area	number	-50,000	54,267

**SOCIETY**

	Unit	2016	2017
<b>Districts</b>			
Involvement of local communities in modernisation measures			
One-to-one tenant meetings	number	-520	~600
Sponsored residential units for socially disadvantaged individuals	number	900	1,000
Playgrounds	number	-1,500	~1,500
<b>Preservation of historic buildings</b>			
Listed units within the Deutsche Wohnen portfolio	number	~30,000	~30,000
<b>Donations and sponsorship</b>			
Donation and sponsorship expenses	EUR m	0.9	1.0

I GRI 413-1

## GRI content index

| GRI 102-55

This report has been prepared in accordance with the GRI Standards: "Core" option. Furthermore, it fulfils the conditions of the GRI Materiality Disclosures Service. Certain indicators were additionally supplemented with the Construction and Real Estate Sector Disclosures (CRESD).

| GRI 102-54



GRI Standard	Disclosure	Reference and comments	Page	Reason for omission	
GRI 101: Foundation 2016					
<b>UNIVERSAL STANDARDS</b>					
<b>Organisational profile</b>					
GRI 102: General Disclosures 2016					
	102-1	Name of the organisation	> Company portrait	p. 6	
	102-2	Activities, brands, products and services	> Company portrait	p. 6	
	102-3	Location of headquarters	> Company portrait	p. 6	
	102-4	Location of operations	> Company portrait	p. 6	
	102-5	Ownership and legal form	> Company portrait	p. 7	
	102-6	Markets served	> Company portrait	p. 6	
	102-7	Scale of the organisation	> Company portrait > Key figures – Corporate management > Key figures – Portfolio and new construction	p. 6; p. 69; p. 69 et seq.	
	102-8	Information on employees	> Key figures – Employees	pp. 70–72	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 as the work involved in collecting the data is not commensurate with the insights this would provide.
	102-9	Supply chain	> Responsibility for the property portfolio and sustainable new construction – Supply chain and materials > Key figures – Supply chain	p. 36 et seq.; p. 70	
	102-10	Significant changes to the organisation and its supply chain	There were no significant changes in terms of expansion, company acquisitions or disposals, the capital structure and investors, or the supply chain in the year under review.		
	102-11	Precautionary Principle or approach	> Responsible corporate management – Compliance	p. 21 et seq.	
	102-12	External initiatives	> Responsibility for the environment and the climate	p. 48	
	102-13	Membership of associations	> Memberships	p. 91	
<b>Strategy</b>					
GRI 102: General Disclosures 2016					
	102-14	Statement from senior decision-maker	> Editorial by the Chief Executive Officer	p. 4 et seq.	
	102-15	Key impacts, risks and opportunities	> Editorial by the Chief Executive Officer > Responsible corporate management – Sustainability strategy	p. 4 et seq.; p. 10 et seq.	

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Ethics and integrity</b>				
GRI 102: General Disclosures 2016				
	102-16	Values, principles, standards and norms of behaviour	> Responsible corporate management – Compliance	p. 21 et seq.
	102-17	Mechanisms for advice and concerns about ethics	> Responsible corporate management – Compliance	p. 21 et seq.
<b>Governance</b>				
GRI 102: General Disclosures 2016				
	102-18	Governance structure	> Company portrait	p. 6
	102-22	Composition of the highest governance body and its committees	> Annual Report 2017, Letter to our shareholders, pp. 15–21 Management Board: 3 members Supervisory Board (independent body): 6 members Average tenure on the Supervisory Board: 10 years	
	102-24	Nominating and selecting the highest governance body	The members of the Supervisory Board are elected during the Annual General Meeting of Deutsche Wohnen SE. The election proposals are made by the Supervisory Board, which itself is presented with proposals by its Nomination Committee. The Supervisory Board forms committees from among its members. The Executive Committee comprises the Chair of the Supervisory Board, their deputy and an additional Supervisory Board member. The Nomination, Acquisition and Audit Committees each comprise three members of the Supervisory Board, although neither the Chair of the Supervisory Board nor former members of the Management Board should belong to the Audit Committee. The choice of proposals for election to the Supervisory Board is made with the aim that the Supervisory Board always consists of members who have the diverse array of knowledge, skills and specialist experience needed in order to execute the duties properly and who are sufficiently independent. Consideration should also be given to independence and sufficient gender diversity. Only persons who have not yet turned 73 at the time of their appointment should be nominated for election as a member of the company's Supervisory Board. Additionally, at least one member of the Supervisory Board must have expertise in the areas of accounting or auditing and all the members must be familiar with the sector in which the company is active.	
	102-25	Conflicts of interest	Every member of the Supervisory Board must disclose conflicts of interest to the Supervisory Board. Material and ongoing conflicts of interest on the part of a Supervisory Board member shall result in termination of the member's mandate. The board members are asked to disclose any conflicts of interest annually as part of annual financial reporting. The board members' mandates and voting rights notifications pursuant to the German Securities Trading Act (WpHG) shall be published and any critical shareholdings shall be disclosed.	
<b>Stakeholder engagement</b>				
GRI 102: General Disclosures 2016				
	102-40	List of stakeholder groups	> Responsible corporate management – Materiality and stakeholder dialogue	p. 18
	102-41	Collective bargaining agreements	> Key figures – Employees	p. 71
	102-42	Identifying and selecting stakeholders	> Responsible corporate management – Materiality and stakeholder dialogue	p. 18
	102-43	Approach to stakeholder engagement	> Responsible corporate management – Materiality and stakeholder dialogue	p. 16; p. 18
	102-44	Key topics and concerns raised	> Responsible corporate management – Materiality and stakeholder dialogue	p. 18 et seq.

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Reporting practice</b>				
GRI 102: General Disclosures 2016				
102-45	Entities included in the consolidated financial statements	<ul style="list-style-type: none"> <li>&gt; About this report</li> <li>&gt; Company portrait</li> <li>&gt; Annual Report 2017, pp. 152–155</li> </ul>	p. 2; p. 6	
102-46	Defining report content and topic boundaries	<ul style="list-style-type: none"> <li>&gt; About this report</li> <li>&gt; Responsible corporate management – Materiality and stakeholder dialogue</li> </ul>	p. 2; p. 16	
102-47	List of material topics	<ul style="list-style-type: none"> <li>&gt; Responsible corporate management – Materiality and stakeholder dialogue</li> </ul>	p. 17	
102-48	Restatements of information	FACILITA Berlin GmbH, a subsidiary of Deutsche Wohnen, was fully consolidated in the scope of the report. The key figures for 2016 were adjusted accordingly. Additionally, the data pool used for energy consumption within the portfolio was expanded in comparison to the previous year's report. As a result, the majority of the residential and commercial units within the portfolio are now taken into account. The figures for 2016 were adjusted for the purposes of easier comparison with the figures for the year under review.		
102-49	Changes in reporting	KATHARINENHOF® Seniorenwohnheim- und Pflegeanlage Betriebs-GmbH is not included in the report as Deutsche Wohnen only has a non-controlling interest in the company equal to 49% of the capital.		
102-50	Reporting period	<ul style="list-style-type: none"> <li>&gt; About this report</li> </ul>	p. 2	
102-51	Date of most recent report	<ul style="list-style-type: none"> <li>&gt; About this report</li> </ul>	p. 2	
102-52	Reporting cycle	<ul style="list-style-type: none"> <li>&gt; About this report</li> </ul>	p. 2	
102-53	Contact point for questions regarding the report	<ul style="list-style-type: none"> <li>&gt; Contact and publishing details</li> </ul>	p. 92	
102-54	Claims of reporting in accordance with the GRI Standards	<ul style="list-style-type: none"> <li>&gt; GRI content index</li> </ul>	p. 78	
102-55	GRI content index	<ul style="list-style-type: none"> <li>&gt; GRI content index</li> </ul>	pp. 78–90	
102-56	External assurance	None		
<b>200: ECONOMIC</b>				
<b>Economic performance</b>				
GRI 103: Management Approach 2016				
103-1	Explanation of the material topic and its boundary	<ul style="list-style-type: none"> <li>&gt; Company portrait</li> <li>&gt; Annual Report 2017, p. 23 et seq.</li> </ul>	p. 6 et seq.	
103-2	The management approach and its components			
103-3	Evaluation of the management approach			
GRI 201: Economic Performance 2016				
201-1	Direct economic value generated and distributed	<ul style="list-style-type: none"> <li>&gt; Key figures – Corporate management</li> <li>&gt; Annual Report 2017, p. 53 et seq.</li> </ul>	p. 69	
201-2	Financial implications and other risks and opportunities due to climate change	<ul style="list-style-type: none"> <li>&gt; Responsibility for the environment and the climate</li> </ul>	p. 48	
201-3	Defined benefit plan obligations and other retirement plans	<ul style="list-style-type: none"> <li>&gt; Annual Report 2017, p. 65; 114 et seq.; 129 et seq.</li> </ul>		

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Indirect economic impacts</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the property portfolio and sustainable new construction > Responsibility towards society	pp. 26–27; pp. 60–61
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 203: Indirect Economic Impacts 2016				
	203-1	Infrastructure investments and services supported	> Responsibility towards society – Helping to shape neighbourhoods	p. 61
	203-2	Significant indirect economic impacts	> Responsibility for the property portfolio and sustainable new construction – Maintaining and modernising our portfolio	p. 31
<b>Procurement practices</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the property portfolio and sustainable new construction	pp. 26–27
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Deutsche Wohnen predominantly works with local suppliers. These include local service companies and tradespeople in the areas of maintenance and tenant turnover.	The proportion of spending on local suppliers could not be quantified. The effort involved for collecting the data is not commensurate with the insights this would provide.
<b>Anti-corruption</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsible corporate management – Compliance	p. 21 et seq.
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 205: Anti-corruption 2016				
	205-1	Operations assessed for risks related to corruption	The divisions and processes of Deutsche Wohnen are also subject to regular and event-based inventories of compliance risks as part of the risk management system implemented. The inquiries also cover corruption risk.	
	205-2	Communication and training about anti-corruption policies and procedures	> Employees who received the Code of Conduct and anti-corruption guidelines: 100% > Employees who have undergone training on compliance and anti-corruption: > 80%	As yet, our business partners are not systematically made aware of Deutsche Wohnen's anti-corruption strategies and measures.
	205-3	Confirmed incidents of corruption and actions taken	> Responsible corporate management – Compliance	p. 21

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Anti-competitive behaviour</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsible corporate management – Compliance	p. 21 et seq.
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 206: Anti-competitive Behaviour 2016	206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	No legal actions pending during the reporting period regarding anti-competitive behaviour and violations of antitrust and monopoly legislation in which the organisation was identified as a participant.	
<b>300: ENVIRONMENTAL</b>				
<b>Materials</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the property portfolio and sustainable new construction	pp. 26–27
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 301: Materials 2016	301-1	Materials used by weight or volume	> Key figures – Environment	p. 76
<b>Energy</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the environment and the climate	pp. 48–49
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 302: Energy 2016				
	302-1	Energy consumption within the organisation	> Key figures – Environment	p. 73; p. 75
	302-2	Energy consumption outside of the organisation	> Key figures – Environment	p. 75
	302-3	Energy intensity	> Responsibility for the environment and the climate – Climate and resource conservation: portfolio and new construction > Responsibility for the environment and the climate – Climate and resource conservation: administrative locations > Key figures – Environment	p. 50 et seq.; p. 55; p. 74 et seq.
	302-4	Reduction of energy consumption	> Key figures – Environment	p. 74 p. 76
	302-5	Reductions in energy requirements of products and services	> Key figures – Environment	p. 76

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Water</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the environment and the climate	pp. 48–49
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 303: Water 2016				
	303-1	Water withdrawal by source	> Responsibility for the environment and the climate – Climate and resource conservation: administrative locations > Key figures – Environment	p. 56; p. 76
<b>Emissions</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the environment and the climate	pp. 48–49
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 305: Emissions 2016				
	305-1	Direct (Scope 1) GHG emissions	> Key figures – Environment	p. 73; p. 75
	305-2	Energy indirect (Scope 2) GHG emissions	> Key figures – Environment	p. 73; p. 75
	305-4	GHG emissions intensity	> Responsibility for the environment and the climate – Climate and resource conservation: administrative locations > Key figures – Environment	p. 55; p. 74
	305-5	Reduction of GHG emissions	> Key figures – Environment	p. 74; p. 76
	305-6	Emissions of ozone-depleting substances (ODS)		The coolants used in the air conditioning systems in our conference rooms, in the canteen, in the office space on the top floor, in the rooms used to house technical facilities at the head office in Berlin and in the other air-conditioned administrative office spaces are in line with the most recent standards and do not exhibit any ozone-depleting potential. As a non-producing company, the disclosure of emissions of ozone-depleting substances is not of relevance for Deutsche Wohnen.
	305-7	Nitrogen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ) and other significant air emissions	> Key figures – Environment	p. 74 et seq.
<b>Effluents and waste</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the environment and the climate	pp. 48–49
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>GRI 306: Effluents and Waste 2016</b>				
	306-1	Water discharge by quality and destination		A breakdown of water discharge by quality and destination is deemed immaterial in view of the business activities of Deutsche Wohnen.
	306-2	Waste by type and disposal method	> Key figures – Environment pp. 74; 76	
	306-3	Significant spills	As in the previous year, there were no spills of harmful substances.	
<b>Environmental compliance</b>				
<b>GRI 103: Management Approach 2016</b>				
	103-1	Explanation of the material topic and its boundary	> Responsible corporate management – Compliance > Responsibility for the property portfolio and sustainable new construction p. 21 et seq.; pp. 26–27	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
<b>GRI 307: Environmental Compliance 2016</b>				
	307-1	Non-compliance with environmental laws and regulations	There were no incidences of non-compliance with environmental laws and/or regulations within Deutsche Wohnen in the reporting period.	
<b>Supplier environmental assessment</b>				
<b>GRI 103: Management Approach 2016</b>				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the property portfolio and sustainable new construction pp. 26–27	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
<b>GRI 308: Supplier Environmental Assessment 2016</b>				
	308-1	New suppliers that were screened using environmental criteria		The Deutsche Wohnen Group operates solely in Germany, where business practices are governed by clear statutory regulations with regard to environmental issues. For this reason, Deutsche Wohnen does not carry out any specific screening beyond a creditworthiness check during the selection process, unless the individual circumstances warrant such additional measures.
	308-2	Negative environmental impacts in the supply chain and actions taken	> Responsibility for the property portfolio and sustainable new construction – Supply chain and materials p. 36 et seq.  No incidents of non-compliance with statutory or internal environmental requirements came to light.	
<b>400: SOCIAL</b>				
<b>Employment</b>				
<b>GRI 103: Management Approach 2016</b>				
	103-1	Explanation of the material topic and its boundary	> Responsibility for employees pp. 40–41	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission	
<b>GRI 401: Employment 2016</b>					
	401-1	New employee hires and employee turnover	> Key figures – Employees	p. 71	Employee turnover is presented as a year-on-year comparison. A further breakdown of the figures by gender, age group and region is not relevant to Deutsche Wohnen.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	> Responsibility for employees – Work-life balance, diversity and health  As a general rule, Deutsche Wohnen provides the same support in the form of benefits to all of its employees, irrespective of whether they are employed on a full-time, part-time or temporary basis or as trainees.	p. 43 et seq.	
	401-3	Parental leave	> Key figures – Employees	p. 72	Deutsche Wohnen does not currently have any valid data on the total number of employees who returned to work at the end of their parental leave and who were still employed twelve months after returning to work or on the employee retention rate.
<b>Labour/management relations</b>					
<b>GRI 103: Management Approach 2016</b>					
	103-1	Explanation of the material topic and its boundary	> Responsibility for employees	pp. 40–41	
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
<b>GRI 402: Labour/Management Relations 2016</b>	402-1	Minimum notice periods regarding operational changes	> Responsibility for employees	p. 41	
<b>Occupational health and safety</b>					
<b>GRI 103: Management Approach 2016</b>					
	103-1	Explanation of the material topic and its boundary	> Responsibility for employees	pp. 40–41	
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
<b>GRI 403: Occupational Health and Safety 2016</b>					
	403-1	Workers representation in formal joint management-worker health and safety committees	> Responsibility for employees – Work-life balance, diversity and health  The occupational health and safety committees cover 100% of the total workforce.	p. 44	
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	> Key figures – Employees	p. 72	The figures are not broken down by region and gender as there are no specific risk profiles and Deutsche Wohnen only operates in Germany. Deutsche Wohnen does not have any workers (excluding permanent employees) whose work or workplace is controlled.
	403-3	Workers with high incidence or high risk of diseases related to their occupation	No employees within the Deutsche Wohnen Group are exposed to a high incidence or risk of illness as a result of their work.		

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>GRI 403: Occupational Health and Safety 2016</b>				
	403-4	Health and safety topics covered in formal agreements with trade unions	None	
<b>Training and education</b>				
<b>GRI 103: Management Approach 2016</b>				
	103-1	Explanation of the material topic and its boundary	> Responsibility for employees	pp. 40–41
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
<b>GRI 404: Training and Education 2016</b>				
	404-1	Average hours of training per year per employee	> Responsibility for employees – Staff development > Key figures – Employees	p. 42; p. 72
	404-2	Programmes for upgrading employee skills and transition assistance programmes	> Responsibility for employees – Staff development	pp. 41–43
	404-3	Percentage of employees receiving regular performance and career development reviews	> Responsibility for employees – Staff development > Key figures – Employees	p. 42; p. 72
<b>Diversity and equal opportunity</b>				
<b>GRI 103: Management Approach 2016</b>				
	103-1	Explanation of the material topic and its boundary	> Responsibility for employees	pp. 40–41
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
<b>GRI 405: Diversity and Equal Opportunity 2016</b>				
	405-1	Diversity of governance bodies and employees	> Key figures – Employees	p. 71
	405-2	Ratio of basic salary and remuneration of women to men	> Responsibility for employees – Work-life balance, diversity and health	p. 43
				Deutsche Wohnen reports on diversity based on age and gender as indicators. No other diversity indicators are relevant to Deutsche Wohnen.
				Our remuneration structure comprises four salary levels. These are based on a comparison of all the occupations at the individual Deutsche Wohnen companies and on wage agreements within the industry. We assign the employees to these four levels in accordance with their job description and qualifications. With this remuneration system based on transparent rules, we ensure that employees in comparable positions receive the same amount of remuneration.

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Non-discrimination</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for employees	pp. 40-41
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	We are not aware of any incidents of discrimination during the reporting period.	
<b>Local communities</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the property portfolio and sustainable new construction > Responsibility towards society	pp. 26-27; pp. 60-61
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 413: Local Communities 2016				
	413-1	Operations with local community engagement, impact assessments and development programmes	> Responsibility for the property portfolio and sustainable new construction – Tenants > Key figures – Society	p. 30; p. 77
	413-2	Operations with significant actual and potential negative impacts on local communities	> Responsibility for the property portfolio and sustainable new construction – Tenants	p. 30
<b>Supplier social assessment</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the property portfolio and sustainable new construction	pp. 26-27
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 414: Supplier Social Assessment 2016				
	414-1	New suppliers that were screened using social criteria		
	414-2	Negative social impacts in the supply chain and actions taken	> Responsibility for the property portfolio and sustainable new construction – Supply chain and materials  No incidents of non-compliance with statutory or internal social requirements came to light.	p. 36 et seq.  The Deutsche Wohnen Group operates solely in Germany, where business practices are governed by clear statutory regulations with regard to human rights, social impacts and labour practices. For this reason, Deutsche Wohnen does not subject new suppliers to any specific screening beyond a creditworthiness check during the selection process, unless the individual circumstances warrant such additional measures.

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Public policy</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsible corporate management – Materiality and stakeholder dialogue	p. 19 et seq.
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 415: Public Policy 2016	415-1	Political contributions	> Responsible corporate management – Materiality and stakeholder dialogue	p. 20
<b>Customer health and safety</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the property portfolio and sustainable new construction	pp. 26–27
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 416: Customer Health and Safety 2016				
	416-1	Assessment of the health and safety impacts of product and service categories	<ul style="list-style-type: none"> <li>&gt; Responsibility for the property portfolio and sustainable new construction – Tenants</li> <li>&gt; Responsibility for the property portfolio and sustainable new construction – Maintaining and modernising our portfolio</li> <li>&gt; Responsibility for the property portfolio and sustainable new construction – New construction</li> </ul> <p>All of the buildings and outdoor facilities are inspected on a weekly basis, and any defects which are discovered are notified to the responsible service providers for rectification.</p> <p>In the event of any notification of malfunctions or defects which pose a threat of imminent danger, for example burst water pipes or the complete breakdown of the electricity supply, our service providers are required to send an employee to the location in question immediately or at most within 90 minutes of them receiving notification.</p>	p. 29; p. 32 et seq.
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	We were not made aware of any material incidents of non-compliance with the applicable regulations regarding customer health which were not remedied immediately in 2017.	

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Marketing and labelling</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsibility for the property portfolio and sustainable new construction	pp. 26–27
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 417: Marketing and Labelling 2016				
	417-1	Requirements for product and service information and labelling	> Responsibility for the property portfolio and sustainable new construction – Tenants > Responsibility for the property portfolio and sustainable new construction – New construction	p. 29; p. 34
	417-3	Incidents of non-compliance concerning marketing communications	No incidents of non-compliance came to light.	
<b>Customer privacy</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsible corporate management – Compliance	p. 22 et seq.
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 418: Customer Privacy 2016				
	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	> Responsible corporate management – Compliance	p. 23
<b>Socioeconomic compliance</b>				
GRI 103: Management Approach 2016				
	103-1	Explanation of the material topic and its boundary	> Responsible corporate management – Compliance	p. 21 et seq.
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 419: Socioeconomic Compliance 2016				
	419-1	Non-compliance with laws and regulations in the social and economic area	No significant fines and/or non-monetary sanctions as a result of non-compliance with laws and/or regulations in the social and economic area in the reporting period.	

GRI Standard	Disclosure	Reference and comments	Page	Reason for omission
<b>Sector-specific disclosures</b>				
<b>GRI G4 Construction and Real Estate Sector Disclosures</b>				
CRE1	Building energy intensity	<ul style="list-style-type: none"> <li>&gt; Responsibility for the environment and the climate – Climate and resource conservation: administrative locations</li> <li>&gt; Responsibility for the environment and the climate – Climate and resource conservation: administrative locations</li> <li>&gt; Key figures – Environment</li> </ul>	p. 51; p. 55; p. 74 et seq.	
CRE2	Building water intensity	<ul style="list-style-type: none"> <li>&gt; Key figures – Environment</li> </ul>	p. 76	
CRE3	Greenhouse gas emissions intensity from buildings	<ul style="list-style-type: none"> <li>&gt; Responsibility for the environment and the climate – Climate and resource conservation: portfolio and new construction</li> <li>&gt; Key figures – Environment</li> </ul>	p. 51; p. 75	
CRE4	Greenhouse gas emissions intensity from new construction and redevelopment activity			There were no new construction activities in 2017.
CRE5	Land remediated and in need of remediation for the existing or intended land use, according to applicable legal designations	None		
CRE6	Percentage of the organisation operating in verified compliance with an internationally recognised health and safety management system	<p>Deutsche Wohnen meets all the legal requirements regarding occupational health and safety. The company has an established occupational health and safety management system, but it is not certified in accordance with a globally accepted standard.</p> <ul style="list-style-type: none"> <li>&gt; Responsibility for employees – Work-life balance, diversity and health</li> </ul>	p. 44	
CRE7	Number of persons voluntarily and involuntarily displaced and/or resettled by development, broken down by project			The CRE7 standard does not directly apply to Deutsche Wohnen as our business activities are subject to strict social acceptability requirements within the German legal system. As a general rule, the inconvenience caused by the construction work involved in larger modernisation and refurbishment measures may in some cases be so severe as to require particular groups of tenants (the elderly, the disabled, the sick, families with young children) to leave their homes for a number of days or even weeks. In such cases, Deutsche Wohnen handles and assumes the costs involved in their relocation to temporary accommodation. We also recognise cases of financial hardship insofar as residents are verifiably unable to absorb the increase in their rent following modernisation measures.
CRE8	Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	<ul style="list-style-type: none"> <li>&gt; Responsibility for the property portfolio and sustainable new construction – Tenants</li> <li>&gt; Responsibility for the property portfolio and sustainable new construction – New construction</li> </ul>	p. 29; p. 34	

## Memberships

| GRI 102-13

Akademie der Immobilienwirtschaft e. V. (Academy of Real Estate Management, BBA)  
<http://www.bba-campus.de>

Berlin Building Chamber (BK)  
<http://www.baukammer-berlin.de>

Verband Berlin-Brandenburgischer Wohnungsunternehmen e. V.  
(Association of Residential Property Companies in Berlin-Brandenburg, BBU)  
<http://www.bbu.de>

Bundesverband deutscher Wohnungs- und Immobilienunternehmen e. V.  
(Federal Association of German Housing and Real Estate Companies, GdW)  
<http://web.gdw.de>

Creditreform e. V.  
<http://www.creditreform.de>

Deutsche Public Relations Gesellschaft e. V.  
(German Public Relations Association, DPRG)  
<http://dprg-online.de/>

Deutsche Entwicklungshilfe für soziales Wohnungs- und Siedlungswesen e. V.  
(German Centre for Development Aid with regard to Social Housing and Human Settlements, DESWOS)  
<http://www.deswos.de>

German Financial Reporting Enforcement Panel (FREP)  
<http://www.frep.info>

Deutsche Schutzvereinigung für Wertpapierbesitz e. V.  
(German Association for the Protection of Investors, DSW)  
<http://www.dsw-info.de>

Deutscher Verband für Wohnungswesen, Städtebau und Raumordnung e. V.  
(German Association for Housing, Urban and Spatial Development, DV)  
<http://www.deutscher-verband.org>

DialogGesellschaft e. V. (DialogueSociety)  
<http://www.dialoggesellschaft.de/>

European Public Real Estate Association (EPRA)  
<http://www.epra.com>

Friends' Association of the Federal Foundation of Baukultur  
<https://www.bundesstiftung-baukultur.de/foerderverein>

Marzahn-Hellersdorfer Wirtschaftskreis e. V.  
(Marzahn-Hellersdorf Business Association, MHWK)  
<http://www.mhwk.de/>

Schutzgemeinschaft der Kapitalanleger e. V.  
(German Association for the Protection of Capital Investors, SdK)  
<http://www.sdk.org>

Economic Council  
<https://www.wirtschaftsrat.de/>

German Property Federation (ZIA; from 2018)  
<https://www.zia-deutschland.de/>

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## Publishing details

**Published by**  
Deutsche Wohnen SE, Berlin

I GRI 102-53

**Concept, text and editing**  
Scholz & Friends Reputation  
Deutsche Wohnen SE

**Design and realisation**  
wirDesign GmbH, Braunschweig

This Sustainability Report is available in German and English. In cases of doubt, the German version is binding. Both versions of the Sustainability Report and the Magazine are available for download at [www.deutsche-wohnen.com](http://www.deutsche-wohnen.com).

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