

OCCUPATIONAL HEALTH & SAFETY

PART 1 - UNDERSTANDING THE ISSUE

Health and safety is embedded in our culture. Everyone should be able to come to work feeling safe and protected, so we take significant steps to make sure that our work environment does not contribute negatively to the health and wellbeing of our people. Our positive workplace culture is key to the successful running of our business because when our employees feel valued, they are more engaged, productive and perform better in their roles.

Beyond our legal responsibility and duty as an employer, we see health and wellbeing as a topic which is rising in importance for our employees in terms of what they look for in an organisation. Whether through our complimentary fitness centre, healthy food choices or training, we want our employees to know that we are committed to growing our offering to not only contribute positively to their wellness, but to make a significant difference to the quality of their work experience.

PART 2 – MANAGING THE ISSUE

We have a duty to ensure that the work environment is safe and that tasks do not pose undue health risks. The importance of ensuring the health and safety of our employees was thrown into sharper focus in 2020 as COVID-19 presented an unprecedented threat.

In the first instance, we ensure strict compliance with all EU and national-level regulations concerning workplace health and safety (H&S). This includes a trained first aider in each department. The Aroundtown Health and Safety Policy sets out our commitment to protecting the health and safety of our people and makes clear each employee's responsibility to ensure that they conduct their work in a way that is consistent with these commitments. It is supported by comprehensive procedures, including incident reporting, requirements for suppliers and sub-contractors and mandatory staff training to ensure their effective implementation.

Beyond compliance, we have set our own more ambitious standards, based on the premise that safety and health is a shared responsibility and that a comfortable workplace for all supports strong staff performance, satisfaction and well-being. We impart training on a variety of safety measures and preventive behaviours; carry out periodic workstation ergonomic assessments and invite employees to participate in

activities to improve their health. This includes making use of a fitness centre, available free of charge to employees at the Berlin headquarters, which offers a variety of classes as well as targeted coaching for specific topics. Team-building activities include running and other sports events, helping to promote physical activity for staff whose work is predominantly desk based. Employees also have access to a company physician via the Group's associate Grand City Properties S.A. We have water dispensers located in all Aroundtown offices, encouraging staff to stay hydrated and eliminate the need for plastic water bottles. We also offer a wide range of healthy food choices including vegetarian and vegan diet options at our staff canteen.

There is a growing body of evidence to demonstrate how the quality of the physical workplace and promotion of healthy lifestyles through exercise and good nutrition significantly impacts on the health, well-being and productivity of staff. With this in mind, and taking account of the expectations of the future workforce, we have set ourselves a goal to have a health and well-being certified office by 2025 and have been reviewing the criteria of possible certification standards (including BREEAM and the WELL certification standard) with the purpose of identifying the most appropriate solution. Overall, we aim to bring about palpable changes that will make a big difference to the quality of employees' work life.

PART 3 – PERFORMANCE

Long-term Goals and 2020 Performance

To guide the implementation of our sustainability strategy and track our progress, we have developed several long-term goals that we are continuing to work towards:

- Be among the top ten most attractive employers in the commercial real estate sector in Germany by 2030, for which we consider health, safety and wellbeing a prerequisite.
- Become a health & wellbeing certified office by 2025

To monitor our performance and contribute to our long-term goals, we track work-related incidents on a yearly basis:



In 2020, we recorded three work-related incidents, a small increase from two in 2019. We also recorded a small increase in our absentee rate, from 4.6 in 2019 to 5.5 in 2020 (+12%); our injury rate meanwhile redu-

ced by 80% from 0.006 to 0.0014 over the same period. The reduction is largely attributable to an increase in homeworking due to COVID-19. There were no recorded fatalities.

Significant activities

Supporting our employees' health, safety and wellbeing during COVID-19

In response to the threat of COVID-19, we took every step necessary to protect the wellbeing of our employees. Immediately following the announcement of the first lockdown in Berlin we supported the transition to 100% remote working. This required a significant shift in our organisational culture where traditionally working from home wasn't a common occurrence amongst employees, and our processes needed to quickly adapt to support digital and agile ways of working.

Our HR team implemented a COVID hotline which employees could call if they needed help, advice and support on a wide range of issues including childcare difficulties, ergonomic equipment, and the latest government advice. Those answering the calls were well informed on the latest information and trained on what to do in certain situations, for example, when employees may need further support. Managers remained an important point of contact for supporting their teams, and we offered them additional support through regular communications to encourage them to reach-out to all their team members and spot signs when employees might be struggling with their wellbeing.

Once it was safe to return to the office, we ensured that the highest levels of health and safety were in place to support our employees coming back to work. Our COVID safety taskforce consulted with medical professionals and the recommendations of the German Federal Government to ensure that all reasonable measures have been implemented to provide a safe environment. Our 'back to the office safely' policy outlines the rules of conduct that employees must follow when in the workplace. This includes the mandatory use of facemasks, maintaining a minimum distance from colleagues, the steps to take when experiencing coronavirus symptoms, optional temperature checks, hygiene regulations, ventilation, as well as conduct when in meetings, using the kitchen and travelling to the office.

Priorities for 2021

As we continue to investigate the role of the physical work environment in promoting health and wellbeing, in 2021 we will conduct a gap analysis against the BREEAM In-Use certification and define a roadmap to achieve a certification by 2025.

DATA TABLES

Key figures	Unit	2018	2019	2020
Health and safety				
Injury Rate	Number of reportable injuries/ Number of FullTime Employees (FTEs)	0.84	0.006	0.0014
Time Employees (FTEs)	Number of days lost due to workplace injuries/Number of working hours	0.004	0	0.001
Lost day rate	Number of days absent due to illness/ Total number of working days	6.1	4.9	5.5
Absentee rate	(total number)	0	0	0