

VONOVIA SE

EPRA

Sustainability
Best Practice
Recommendations 2023

VONOVIA

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EPRA Sustainability Best Practice Recommendations 2023

Introduction

Vonovia is a leading international residential real estate company with a portfolio of around 485,000 (December 31, 2023) residential units in almost all of Germany's attractive cities and regions, as well as around 21,000 apartments in Austria and approximately 40,000 in Sweden. We employ 11,977 (excl. Care Segment) people throughout the Group.

As a residential real estate company, Vonovia is an important part of society. After all, a home is a basic human need, and housing is a matter that also involves social factors. We are guided in our actions by the three basic principles of sustainability: We take economic responsibility for our company, make an ecological contribution to climate and environmental protection, and assume social responsibility for our more than one million tenants, the neighborhoods that they live in, and our employees.

We offer a home for everyone. For us, this means providing needs-based and good living standards, an intact residential environment that protects our climate and biodiversity, and neighborhoods that are functioning and appealing at the same time. We are continuing to develop these neighborhoods in which our apartments are located in a holistic manner and with a view to environmental and climate protection. This also includes the construction of new apartments, both for the company's own portfolio and for sale. Sustainable business practices are an integral part of our business model and are at the very heart of our corporate strategy. This means that we take responsibility for safe, good-quality and affordable housing.

As a member of EPRA (European Public Real Estate Association), we want to contribute to greater transparency in reporting. This is why we make annual publications based on the EPRA Sustainability Best Practice Recommendations. The following report consists of two parts: the Overarching Recommendations and the Sustainability Performance Measures.

For more detailed information on our sustainability approach, please see our [Annual Report](#), our [ESG-Factbook](#) and our newly structured [corporate website](#).

Overarching Recommendations

Organizational Boundaries

The key figures published focus on the activities of Vonovia SE in Germany, Austria and Sweden using the financial control approach. Deutsche Wohnen SE, which belonged to the Vonovia Group since September 30, 2021, is also included in this report. The exception is the care segment, which we do not report on a consolidated basis. It comprises 72 nursing care properties with a total of around 9,500 nursing places, 71 of which are owned by Deutsche Wohnen. 3,825 employees work in this segment – primarily as nursing staff.

Coverage

This EPRA report relates to Vonovia's portfolio and business operations.

Portfolio

The sustainability figures presented for 2023 include 554,610 residential and commercial units covering a total area of 35,523,724 m².

Residential and Commercial Units/Area per Region

Region	Residential and commercial units	Area in m ²
Germany	491,055	30,739,002
Austria	21,811	1,719,036
Sweden	41,744	3,065,685
Total	554,610	35,523,724

Business Operations

The objective is to attain as complete a view as possible of the environmental impact of the Vonovia Group and its many different locations. These locations include not only the company headquarters in Bochum and the large customer service centers in Essen, Dresden and Berlin, but also regional administration offices, caretakers' offices, and offices and workshops used by the technical service and the residential neighborhood services. Some of these belong directly to the Vonovia portfolio; some relate to rented space. For the latter, Vonovia can only improve the environmental performance to a limited extent, or only in agreement with the landlord.

For the relevant reporting periods 2022 and 2023 we projected the figures by square meters rental area on our whole business process areas.

Estimation of Landlord-obtained Utility Consumption

The environmental key figures relating to heat consumption in the portfolio were calculated based on the energy certificate data (demand and consumption certificates) wherever possible. These cover heat consumption in portfolio both residential units and communal areas in the regions Germany, Austria and Sweden. The majority of Vonovia energy certificates in the Germany region are demand certificates (approx. 81%), meaning that 19% of the data is based on consumption certificates. There is no energy certificate data available for 5.6% of the portfolio.

The environmental key figures for electricity consumption in the German portfolio's communal areas are based on the quantities accounted for by the Vonovia company VESG (Vonovia Energie Service GmbH). We have applied actual consumption values for the regions of Austria and Sweden.

The companies portfolio's water consumption is based on meter readings, which are also included in the operating and ancillary costs, and refers to the residential and communal areas.

The German portfolio's waste volumes are calculated on the basis of the costs incurred, which are passed on to tenants via the operating and ancillary costs. For the Austria and Sweden regions, these figures were collected by calculations mainly based on statistical figures and the portfolio structure.

Third-party Assurance

The key figures of the ESG Factbook 2023 are audited (with limited assurance) by the auditor of the annual financial statements, Pricewaterhouse Coopers GmbH (see [☞ Limited Assurance Report](#)). As the key figures in this EPRA Report are taken from the ESG Factbook, they have also been verified by a third party. The like-for-like data is an exception.

Boundaries – Reporting on Landlord and Tenant Consumption

We only report on the consumption of heating, water and waste purchased from the landlord and on the electricity that we make available to our tenants for the communal areas. Tenant-related utility services, i.e., from invoices that tenants receive directly, cannot be reported. This primarily includes the electricity that tenants use in their own apartments.

The portfolio data therefore covers the following areas:

- > Heating: residential and communal areas
- > Electricity: communal areas
- > Water: residential and communal areas
- > Waste: living areas

The Like-for-like calculations consider full German, Austrian and Swedish portfolio.

Normalization

We use intensity figures wherever possible. For intensities relating to building floor space, we use the rentable area as the denominator. When it comes to calculating consumption (the numerator), we use the rentable area plus a 20% surcharge for the communal areas. The resulting intensities for energy consumption and greenhouse gas emissions include the consumption of heating and general electricity, but not the electricity used by tenants in their own homes.

The calculations of the key occupational safety and health figures are explained in the corresponding table of key figures.

Segment Analysis

For a segment analysis of our portfolio, please refer to the chapter [☞ Portfolio in the Property Management Business](#) in our 2023 Annual Report.

In our key reporting figures, we generally make a distinction between our three core markets: Germany, Austria and Sweden.

As residential properties account for 98.4% of our portfolio, our reporting focus is on this asset class. A supplementary view on the building age classes can be found in our 2023 ESG Factbook (see [☞ Key Figures](#)).

We also describe our new construction segment in detail in the Annual Report chapter [☞ Portfolio in the Development Business](#).

Disclosure on the Company's Own Offices

The offices' environmental key figures are partly based on heating and electricity bills from the energy providers, the municipal water utilities and the waste disposal company. Extrapolations were necessary in some cases because the bills from utility companies for the reporting period had not yet been received at the time of publication. The fuel consumed by Vonovia's fleet was evaluated based on fuel cards.

Narrative on Performance

Sustainability is an integral part of Vonovia's business operations. We are therefore consistently continuing the process of integrating sustainable topics into the corporate strategy and developing suitable strategies and measures for all three areas – E, S and G – respectively the individual business areas and topics. To demonstrate the importance of sustainability for our company, we integrated aspects of our sustainability strategy into Vonovia's management system by introducing the Sustainability Performance Index (SPI) in 2021, in addition to remuneration-related non-financial indicators. An overview of our strategic approach and details on the SPI can be found in our 2023 Annual Report (see [☞ Sustainability Management at Vonovia](#)).

For the important sub-area of ecological development, the strategy is comprehensively described in the chapter [☞ Environmental Issues](#).

In the other chapters of the non-financial declaration within the annual report, you will find the other topic-specific strategic approaches. As part of the performance measures, we report additional explanatory information at relevant points in the individual tables of key figures within the ESG Factbook.

Reporting Period

As with the Annual Report, we report by fiscal year, i.e., from January 1 to December 31 of a given year. For most of the key figures, we are reporting the last three fiscal years (2021, 2022 and 2023) in the 2023 ESG Factbook. As far as the EPRA key figures are concerned, we refer to the 2022 and 2023 fiscal years.

Materiality

We want to fulfill our responsibility to the environment and society as best we can. That's why we continuously deal with the processes of social and ecological change in a structured manner, and analyze how these changes impact our business and value creation (outside-in perspective). At the same time, our decision-making processes look at the impact that our business model has on the environment and society (inside-out perspective). For both perspectives, we incorporate the views of relevant internal and external stakeholders.

We redefined the material topics in 2020 as part of an extensive, testable materiality analysis. The resulting materiality matrix replaced the one in place since 2017 (see [☞ Vonovia Sustainability Report 2016](#)). This new definition was prompted by changing overall social conditions, the mounting importance of climate protection issues and internal changes resulting from the company's internationalization and its new development business activities. Due to the merger between Vonovia and Deutsche Wohnen, we compared the materiality analysis of both companies back in 2021, assigning the Deutsche Wohnen sustainability topics to those of Vonovia.

In the summer of 2022, we once again performed a critical review of all topics against the backdrop of integration and consolidated reporting, as well as new regulations and changes in general conditions. This review resulted in us slightly upgrading individual topics (Protecting of biodiversity, Digitalization and data security, Human rights due diligence and supply chain) due to increased regulatory requirements (EU taxonomy and the Act on Corporate Due Diligence Obligations in Supply Chains) or higher impact assessments. No changes have been made to their assignment to the material topics. We repeated the process in 2023 and confirmed it without any further changes. The aim is to create a comprehensible basis to position Vonovia strategically and sustainably. See also [☞ Key Material Aspects at Vonovia](#) in the 2023 Annual Report.

Further information on the Overarching Recommendations can be found in the chapter [☞ Reporting Framework](#) in our 2023 ESG Factbook.

Sustainability Best Practice Performance Measures (EPRA tables)

This chapter contains the EPRA performance measures as well as the respective narratives on performance. The narratives on performance are located in the tables below, which contain more information on the performance

measures. You can find further explanatory information on our key figures (including the scope of consolidation and data collection) in our 2023 ESG Factbook in the chapter [Reporting Framework](#).

Environmental Performance Measures

Impact category	EPRA Sustainability Best Practice Performance Measures			PORTFOLIO PERFORMANCE					HEADQUARTERS				
				Absolute measures (Abs)		Like-for-like (Lfl)			Absolute measures (Abs)				
Environmental impacts	EPRA code	Measurement unit	Indicator	2022	2023	2022	2023	% change	2022	2023	% change		
Energy	Elec-Abs, Elec-Lfl	MWh	Electricity	Landlord shared services	207,372	180,320	171,957	153,423	-10.8	13,832	9,658	-30.2	
				(Sub)metered exclusively to tenants	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Total landlord-obtained electricity	207,372	180,320	171,957	153,423	-10.8	13,832	9,658	-30.2	
				Total tenant-obtained electricity	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
				Total electricity	207,372	180,320	171,957	153,423	-10.8	13,832	9,658	-30.2	
				% from renewable sources	75.3	75.9	72.1			82.4	88.8	7.8	
				No of applicable properties	557,362	554,610	408,175			614	722	17.6	
				m ² of applicable properties	35,712,539	35,523,724	26,524,805			296,810	254,975	-14.1	
				%	4.0	3.9	3.7	3.0	-18.2	73.7	68.8	-6.6	
				Fuel-Abs, Fuel-Lfl	MWh	Fuel	Landlord-shared services	2,671,094	2,585,165	1,995,564	1,927,765	-3.4	84,354
	(Sub)metered exclusively to tenants	N/A	N/A				N/A	N/A	N/A	N/A	N/A	N/A	
	Total landlord-obtained fuel	2,671,094	2,585,165				1,995,564	1,927,765	-3.4	84,354	82,522	-2.2	
	Total tenant-obtained fuel	N/A	N/A				N/A	N/A	N/A	N/A	N/A	N/A	
	Total fuel	2,671,094	2,585,165				1,995,564	1,927,765	-3.4	84,354	82,522	-2.2	
	% from renewable sources	0.0	0.4				0.4			0.0	0.0	N/A	
	No of applicable properties	252,125	253,847				204,576			307	362	17.9	
	m ² of applicable properties	15,868,080	15,974,338				12,905,215			87,368	74,860	-14.3	
	%	8.1	8.1				4.2	3.0	-29.4	79.0	70.2	-11.2	
	DH&C-Abs, DH&C-Lfl	MWh	District heating & cooling				for landlord-shared services	2,620,895	2,540,912	1,906,009	1,820,764	-4.5	15,183
				(Sub)metered exclusively to tenants	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Total landlord-obtained heating & cooling				2,620,895	2,540,912	1,906,009	1,820,764	-4.5	15,183	11,977	-21.1		
Total tenant-obtained heating & cooling				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Total heating & cooling				2,620,895	2,540,912	1,906,009	1,820,764	-4.5	15,183	11,977	-21.1		
% from renewable sources				17.8	15.9	20.2			0	0	N/A		
No of applicable properties				261,623	265,177	190,604			307	360	17.3		
m ² of applicable properties				16,898,701	17,147,070	12,626,161			209,442	180,115	-14.0		
%				8.9	6.8	6.8	3.0	-55.9	83.0	73.2	-11.8		
Energy-Int				MWh/m ² /year	Energy intensity		0.154	0.149	0.153	0.147	-4.0	0.135	0.114

You can also find the energy data for the portfolio and for our office buildings, including explanatory information, in the 2023 ESG Factbook in the table [Energy \(Consumption and Generation\)](#).

Impact category	EPRA Sustainability Best Practice Performance Measures			PORTFOLIO PERFORMANCE					HEADQUARTERS					
				Absolute measures (Abs)		Like-for-like (Lfl)			Absolute measures (Abs)					
Environmental impacts	EPRA code	Measurement unit	Indicator	2022	2023	2022	2023	% change	2022	2023	% change			
				GHG emissions	GHG-Dir-Abs		Direct	Total landlord-obtained	526,253	487,711	391,243	361,783	-7.5	20,857
Total tenant-obtained	N/A	N/A	N/A					N/A	N/A	N/A	N/A	N/A	N/A	
Total Scope 1	526,253	487,711	391,243					361,783	-7.5	20,857	20,573	-1.4		
Total landlord-obtained	354,117	320,663	243,521					221,024	-9.2	8,211	6,175	-24.8		
Total tenant-obtained	N/A	N/A	N/A					N/A	N/A	N/A	N/A	N/A	N/A	
Total Scope 2	354,117	320,663	243,521					221,024	-9.2	8,211	6,175	-24.8		
GHG-Indir-Abs		Indirect	Total landlord-obtained		244,865	257,075	182,533	188,401	3.2	6,711	6,094	-9.2		
			Total tenant-obtained		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
			Total Scope 3		244,865	257,075	182,533	188,401	3.2	6,711	6,094	-9.2		
			Total		t CO ₂	Scope 1 + Scope 2	880,370	808,374	634,764	582,808	-8.2	29,068	26,748	-8.0
Total	t CO ₂	Scope 1 + Scope 2 + Scope 3	1,125,235	1,065,449	817,297	771,209	-5.6	35,779	32,841	-8.2				
GHG-Int				No of applicable properties	557,362	554,610	408,175			614	722	17.6		
				m ² of applicable properties	GHG disclosure coverage	35,712,539	35,523,724	26,524,805			296,810	254,975	-14.1	
					Proportion of GHG estimated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					(Scope 1 + Scope 2)/m ²	0.0247	0.0228	0.0179	0.0164	-8.2	0.03	0.04	16.4	
					(Scope 1 + Scope 2 + Scope 3)/m ²	0.0315	0.0300	0.0230	0.0217	-5.6	0.03	0.04	16.4	

You can also find the carbon footprint for the portfolio as well as our business operation, including explanatory information, in the 2023 ESG Factbook in the table [Carbon Emissions](#).

Water				for landlord shared services	42,216,958	44,438,036	33,472,231	35,535,453	6.2	48,071	47,963	-0.2		
				(Sub)metered exclusively to tenants	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Total landlord-obtained water	42,216,958	44,438,036	33,472,231	35,535,453	6.2	48,071	47,963	-0.2		
				Total tenant-obtained water	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				m ³	Water	Total water consumption	42,216,958	44,438,036	33,472,231	35,535,453	6.2	48,071	47,963	-0.2
				No of applicable properties	Water disclosure coverage	557,362	554,610	408,175			614	722	17.6	
				m ² of applicable properties	Water disclosure coverage	35,712,539	35,523,724	26,524,805			296,810	254,975	-14.1	
				Water-Abs, Water-Lfl	%	Proportion of water estimated	19.9	14.4	17.1	12.8	-24.9	81.5	68.7	-15.7
				Water-Int	m ³ /m ² /year	Water intensity	1.18	1.25	1.26	1.34	6.2	0.18	0.20	12.9

The portfolio's water consumption is based on extrapolations to a large extent (64%). Consumption relates to living and communal areas.

The water data for the portfolio and our business operations can also be found in the 2023 ESG Factbook in the table [Water Consumption](#).

Impact category	EPRA Sustainability Best Practice Performance Measures			PORTFOLIO PERFORMANCE					HEADQUARTERS						
				Absolute measures (Abs)		Like-for-like (Lfl)			Absolute measures (Abs)						
Environmental impacts	EPRA code	Measurement unit	Indicator	2022	2023	2022	2023	% change	2022	2023	% change				
Waste	Waste-Abs, Waste-Lfl	m³	Total landlord-obtained waste	5,906,277	5,377,242	4,413,392	4,028,304	-8.7	N/A	N/A	N/A				
			Total tenant-obtained waste	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
			Total waste by disposal route	5,906,277	5,377,242	4,413,392	4,028,304	-8.7	N/A	N/A	N/A				
			Recycled	51.8	50.5	51.7	50.1	-3.1	N/A	N/A	N/A				
			Incineration	23.6	25.8	23.8	26.4	11.0	N/A	N/A	N/A				
			Landfill	13.4	12.7	13.2	12.6	-4.6	N/A	N/A	N/A				
			Waste	Other	11.3	11.0	11.3	10.9	-3.6	N/A	N/A	N/A			
			No of applicable properties	Waste disclosure coverage	557,362	554,610	408,175			N/A	N/A	N/A			
			m² of applicable properties	Waste disclosure coverage	35,712,539	35,523,724	26,524,805			N/A	N/A	N/A			
			Waste	Waste-Abs, Waste-Lfl	Tons	Total landlord-obtained waste	403,096	371,485	301,113	279,381	-7.2	861	835	-2.9	
						Total tenant-obtained waste	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
						Total waste by disposal route	403,096	371,485	301,113	279,381	-7.2	861	835	-2.9	
						Recycled	19.0	18.3	18.9	18.1	-4.7	35.6	40.4	13.5	
						Incineration	37.0	40.0	37.3	40.7	9.2	64.4	59.6	-7.5	
Landfill	29.2	27.5				28.9	27.1	-6.2	N/A	N/A	N/A				
Waste	Other	14.9				14.3	14.9	14.2	-5.2	N/A	N/A	N/A			
No of applicable properties	Waste disclosure coverage	557,362				554,610	408,175			614	722	17.6			
m² of applicable properties	Waste disclosure coverage	35,712,539	35,523,724	26,524,805			296,810	254,975	-14.1						

You can also find data on the portfolio's and business operation's waste volumes, including explanatory information, in the 2023 ESG Factbook in the table [Waste Volume](#).

Certified assets	Cert-Tot	%	Mandatory (Energy Performance Certificates)	% of portfolio certified by floor area	93.1	94.4	96.2	97.6	1.5	78.3	82.4	5.3	
				% of portfolio certified by number of properties	93.7	94.6	96.7	98.0	1.4	94.1	94.6	0.5	
				% of portfolio certified by value	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				% of portfolio certified by floor area	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				% of portfolio certified by number of properties	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				% of portfolio certified by value	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Social Performance Measures

				PORTFOLIO PERFORMANCE		
Impact category	EPRA Sustainability Best Practice Performance Measures			Portfolio		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2022	2023	% change
Health and safety	H&S-Asset	% of assets	Asset health and safety assessments	65.3	121.4	85.9
	H&S-Comp	Total number of incidents	Asset health and safety compliance	0	0	0.0

Safety checks are conducted at Vonovia at regular intervals (every two years) from the date of the first inspection; the annual certificates are therefore not distributed exactly equally (50%-50%). Inspections carried out up to Dec. 31; figures above 100% are the result of inspections carried out in the previous year. During the reporting period, the inspections did not reveal any violations of regulations and/or voluntary codes concerning health and safety aspects that were not immediately remedied. Vonovia has established standard processes for handling defects discovered as a result of inspections, which request prompt handling. These processes continued to function perfectly during the reporting period. This information relates to the German region (2022 excl. Deutsche Wohnen, 2023 incl. Deutsche Wohnen). No evaluations have been performed for Austria or Sweden yet. You can find more information in the 2023 ESG Factbook in the table [Safety Inspections \(in Germany\)](#).

				CORPORATE PERFORMANCE		
Impact category	EPRA Sustainability Best Practice Performance Measures			Corporate		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2022	2023	% change
Health and safety	H&S-Emp	Per 100,000 hours worked	Injury rate Direct employees	1.4	1.7	21.4
		Per 100,000 hours worked	Lost day rate Direct employees	2.2	2.5	13.6
		Days per employee	Absentee rate Direct employees	5.8	6.3	8.6
		Total number	Fatalities Direct employees	0	0	0.0

Figures 2022 excl. Sweden, 2023 incl. Sweden. Vonovia does not yet record the accident figures of subcontractors.

Lost day rate:

Occupational diseases cannot be evaluated as the reason for occupational diseases is not recorded in Germany. Number of occupational accidents with at least one day lost per 1 million working hours (= LTIFR).

While the calculation in the ESG Factbook differs slightly from the information presented in the EPRA sBPR, the figures on which the information is based are identical.

You can find more information in the table [Occupational Health and Safety](#).

Impact category	EPRA Sustainability Best Practice Performance Measures			CORPORATE PERFORMANCE		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2022	2023	% change
Diversity-Emp			Board of Directors members	33.3	50.0	50.2
			Executive Management	20.0	20.0	0.0
			Managers	25.1	24.2	3.6
			All employees	28.2	29.0	2.8
Diversity			Board of Directors members	☞ ☞ Remuneration Report 2022, p. 22 et seq.	☞ ☞ Remuneration Report 2023, p.23 et seq.	N/A
			Executive Management	☞ ☞ Remuneration Report 2022, p. 4 et seqq.	☞ ☞ Remuneration Report 2023, p. 4 et seqq.	N/A
			Managers	86.0	79.0	-8.1
			All employees	104.8	107.2	2.3
Diversity-Pay		Ratio (women/men)	Gender pay ratio			

Diversity-Emp:

The key figures for diversity are calculated on the basis of Vonovia's headcount, and not based on full-time equivalents (FTEs). A calculation based on FTEs would produce a rate of 27.6% of female employees in 2023 and 26.8% in 2022.

The figures for the management show the first and second level below the Management Board.

More information is available in the [☞](#) **2023 Annual Report** and in the table [☞](#) **Employee by employment contract and gender** in the 2023 ESG Factbook.

Diversity-Pay:

Vonovia is committed to ensuring the greatest possible degree of transparency in matters relating to pay. As the components of the remuneration paid to the Supervisory Board and the Management Board depend on several remuneration components, we have not shown a ratio here. Please refer to the [☞](#) **Remuneration Report 2023** for this information.

The ratios and specific remuneration levels for all employees as well as the ratios for the managers (first and second level below the Management Board) can be found in the 2023 ESG Factbook in the table [☞](#) **Gender Pay Ratio**.

Employees	Emp-Training	Average hours	Employee training and development	Women	13.9	31.8	128.8
				Men	31.8	49.5	55.7
				All employees	45.7	46.9	2.6
	Emp-Dev	% of employees	Employee performance appraisals	Women	43.9	42.9	-2.3
				Men	56.1	57.1	1.8
				All employees	38.3	45.4	18.5
	Emp-Turnover	Total number and rate	Departures - turnover	Total number of new employees	2,099	1,993	-5.1
				New hires	17.4	16.7	-4.0
				Total number of departed employees	2,077	2,222	7.0
				Proportion of departed employees	17.2	18.6	8.1
				Total number of employees	12,063	11,925	-1.1

Emp-Training:

The calculation is performed based on the total hours of vocational and further training divided by the total hours for all employees (FTE). Further information and additional key figures on this can be found in the 2023 ESG Factbook in the table [☞](#) **Training and Education**.

Emp-Dev:

You can find more information in the 2023 ESG Factbook in the table [☞](#) **Performance Appraisal**.

Emp-Turnover:

The turnover rate is calculated in accordance with the German Commercial Code (excluding trainees, external staff, bodies and miscellaneous employees). Employees leaving the company include voluntary resignations, dismissals, retirement and deaths. They exclude traineeships that have come to an end and integration-related dismissals.

You can find more information in the 2023 ESG Factbook in the table [☞](#) **Personnel Turnover**.

Impact category	EPRA Sustainability Best Practice Performance Measures			CORPORATE PERFORMANCE		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2022	2023	% change
				Communities	Comty-Eng	Percentage of assets

Vonovia is involved in local communities and in activities affecting its own tenants in a variety of ways. Proximity to our customers and making it convenient for them to contact us are key elements of our customer service philosophy. Our tenants can reach us 24/7 via our caretakers, our rental offices, the customer portal app our customer hotline. We have an extensive hardship management system in place to provide individual support to all tenants faced with difficult situations. This applies to 100% of our assets under operational control.

In addition, we rely on extensive neighborhood development measures. By way of example, consultation procedures are used in all modernization processes so that tenants can help to shape the change processes involved. In Germany we modernized 5,674 apartments in 2023 and reached out for 5,058 tenants (units) by organizing 58 tenant meetings and consultation processes.

The vast majority of our existing buildings, however, are not undergoing any changes, meaning that consultation procedures play less of a role. The consultation procedures are organized and implemented individually by local Vonovia representatives.

Social and charitable organizations make a big contribution to vibrant neighborhoods. Vonovia supports these organizations based on the local requirements, by providing rent-free or discounted commercial premises or financial support. This is based on [Group guidelines](#) that set out the scope of support provided and the objective of the commitment. Any support provided must serve to strengthen a sense of community spirit. An amount of approx. € 1.35 million in grants for social projects and facilities was invested in around 380 projects in 2023.

You can find further key figures on our social commitment in the table [Social Key Figures \(in Germany\)](#) in the 2023 ESG Factbook.

You can find descriptions of a large number of projects at: <https://www.vonovia.de/de-de/vor-ort> (only available in German).

Corporate Performance Measures

Impact category	EPRA Sustainability Best Practice Performance Measures			CORPORATE PERFORMANCE		
Social & Corporate Governance impacts	EPRA code	Measurement unit	Indicator	2022	2023	% change
				Corporate Governance	Gov-Board	Total number
Executive	0	0	0.0			
Gov-Selec	Narrative on process	Process for nominating and selecting the highest governance body	AR 2022 , p. 24 et seqq.		AR 2023 , p. 26 et seqq.	-16.7
Gov-Col	Narrative on process	Process for managing conflicts of interest	AR 2022 , p. 26 et seq.		AR 2023 , p. 28	

Gov-Board, Gov-Selec & Gov-Col:

The composition of the management and control bodies is described in detail in the [2023 Annual Report](#).

You can also find more information in the table [Diversity of Controlling Bodies](#) in the 2023 ESG Factbook.

The process for dealing with conflicts of interest is also described in the [2023 Annual Report](#).

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