



Wereldhave

CSR Program  
2030 &  
Performance  
2019 Report.

## Welcome to our CSR Program 2030 and performance 2019 report

In this report, Wereldhave set out its 2030 CSR Program in detail as well as its Performance of 2019, along with EPRA sBPR disclosures.

This report was specifically designed to meet data requests of investors, ESG rating agencies and benchmarks such as GRESB.

This report should be read in conjunction with the Wereldhave Integrated Annual Report 2019. In case of discrepancies between this report and the Integrated Annual Report 2019, the Integrated Annual Report 2019 prevails.

Schiphol, The Netherlands

March 20, 2020

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# 1. Program 2030 – A Better Tomorrow

## 1.1. Summary

Where we fulfill our everyday life needs should be a healthy place. A place that is good for a better everyday life, business and the environment. That's why, to support LifeCentral, we've put in place a new Corporate Social Responsibility (CSR) program for 2030. Wereldhave wants its Full Service Centers to be low carbon and less wasteful. We also want to support the communities in which we operate, which we see as crucial to our long-term social license to operate.

Our 2030 CSR program – A Better Tomorrow – focuses on three main areas: Better Footprint, Better Nature and Better Living. For each of these areas, we've set clear ambitions, and aligned these ambitions directly with specific UN Sustainable Development Goals (SDGs). A Better Tomorrow will improve our environmental management, reduce waste and carbon – strengthen our investment in local communities, and help protect urban wildlife, living close to our centers. We regard CSR as a key part of our value proposition to both tenants and visitors.



In our 2030 Corporate Social Responsibility (CSR) program “A **Better Tomorrow**”, we summarise these ambitions in three areas.

- Better footprint: We put great emphasis on environmental management. We want our centers to produce less waste and pollution – this forms the basis of healthy communities. We will lower carbon emissions and waste based on science-based targets. We also want to work closely with our tenants and visitors – to make a meaningful contribution to the broader challenge of the climate crisis. The aim is to optimize buildings in terms of energy usage, to install solar panels, and to make sustainable forms of transportation easily accessible by close proximity to public transportation and EV charging points, for instance.

- Better nature: We believe that, as a business, we need to adapt to the risks of the climate crisis with solutions that also protect the local environment and biodiversity. Extending green spaces – adding green roofs and planting trees, for example – will help protect against heat islands and flash flooding; they will also provide habitats for plants and urban wildlife. Moreover, green spaces can improve customer experience at our centers by providing areas to relax or even be educated on urban farming. As such, we analyse relevant climate-related hazards for our assets.
- Better living: We want our centers to be clean, safe and pleasant places to work and spend time in. It also means empowering our employees – so they thrive personally and professionally. And it means investing in local communities – having a positive social impact – by offering space to social enterprises and charities, and by creating a welcoming environment that helps reduce loneliness and exclusion.



By operating ‘Sustainable Development Goals proof’ assets, Wereldhave believes our assets may classify as a sustainable investment. The SDGs as such can also be a vehicle for attracting new and other investors and working with new partners. This may also open up new forms of financing such as green financing, and may result in a more diverse funding structure.

## 1.2. Ambition and key performance indicators

SDG	AREA	PRIORITY	AMBITION 2030	GOAL 2020	PROGRESS 2019
  	Better footprint	Energy & carbon	All m <sup>2</sup> within direct control of our organisation to operate at net zero carbon by 2030	Approved Science-Based Target	Kick-off Science-Based Target
		Materials	Reduce waste and use more circular solutions	100% of buildings have solar panels installed or have evaluated a business case	3.666 MWh solar energy produced onsite
			Increase recycling and zero waste to landfill Reduce water consumption	100% of buildings have four recycling streams; eg plastics, cardboard/paper, fermentable waste, glass, residual 100% of new Development projects have evaluated a circular solution, e.g. recycled concrete	26% waste recycling and 57% waste-to-energy
		Value chain impacts	Partner with tenants and visitors to reduce carbon and waste (net zero value chain by 2050)	Minimum of 3 pilots/initiatives to reduce tenant and visitor carbon and waste	All new leases are green, 49% of total leases
 	Better nature	Resilience	Increase % of Wereldhave buildings with plans in place to mitigate physical effects of climate change (extreme heat, flooding, storms etc.)	100% of enclosed Wereldhave centers BREEAM Very Good certified	Assessment of risks of 10 centers via BREEAM-in-use
		Habitats	Increase m <sup>2</sup> of green areas in and around our centers with ecological value and climate resilience	100% of buildings with ecologist reports and, where sensible, action plans	25.365 m <sup>2</sup> in green roofs
  	Better living	Wellbeing	Aim for zero safety incidents in our centers	Improve reporting and cross-learning of incidents	0 incidents of non-compliance
		Employees	Target employee engagement score of at least 7.5 for each country of operation Reduce % of voluntary departures among 'key talents'	4 events/initiatives/benefits for employees on health & wellbeing per year per country	7,6 employee engagement
		Community	Contribute at least 1% of net rental income to socio-economic and social inclusion initiatives	1% NRI-equivalent contribution	0,9% of NRI equivalent

Benchmarks	GRESB 5 star, top 20%	5 star, top 20%	5 star, top 20% (91 points)
	CDP A- score	B-	C
	BREEAM-in-use	100% of enclosed Wereldhave centers BREEAM Very Good certified	80% of NAV in scope is certified Very Good or higher

### 1.3. Asset level

All ambitions and KPIs will be translated to the asset level where possible. Annually, Wereldhave sets goals for the next year to steer towards the ambitions. In particular, for every asset, a roadmap will be developed to set out how net zero emissions are attainable.

## 2. External recognition 2019

In 2019, the Global Real Estate Sustainability Benchmark (GRESB) awarded Wereldhave with 5 stars, the highest rating within GRESB, for the sixth year in a row. With a 91/100 score, Wereldhave is the 3rd company in the European listed retail real estate sector (out of 13). Wereldhave also scored EPRA sBPR Gold for the 4<sup>th</sup> year in a row and received a CDP climate change management score C.



**GRESB**  
Five stars

6<sup>th</sup> year in a row



**Carbon Disclosure**  
Project

2012 - 2019



**BREEAM**  
very good or higher

77% of enclosed centres



**EPRA sBPR**  
Gold

4<sup>th</sup> year in a row



**ISS-oekom**

Prime Status  
ESG industry leader

### 3. Environmental Data 2019

#### Environmental performance indicators – Retail

EPRA, GRI 302-1, 302-2, 303-1, 305-1, 305-2, 305-3, 306-2

Impact areas	Absolute		Like for like comparison								
	2019	2018	Belgium		France		Netherlands		Total		
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	
	<i>MWh</i>										
Electricity consumption common areas	24925	28331	7079	8291	7331	9130	7999	8040	22409	25462	
Electricity tenants	12365	11557	33	31	3640	2609	8095	8165	11767	10805	
Total landlord obtained electricity	37290	39888	7111	8323	10971	11739	16094	16206	34176	36267	
District heating and cooling common areas	1022	838	-	-	498	251	384	400	882	651	
District heating and cooling tenants	-	-	-	-	-	-	-	-	-	-	
Total landlord obtained district heating	1022	838	-	-	498	251	384	400	882	651	
Gas consumption common areas	6911	10231	2789	4710	269	2308	3292	2621	6350	9639	
Gas consumption tenants	5669	7685	278	308	-	-	5090	7094	5368	7403	
Total gas consumption	12581	17917	3067	5018	269	2308	8382	9716	11718	17042	
Renewable energy produced on-site	3667	2360	1877	897	-	-	1455	1416	3332	2313	
Total energy consumption from all sources common areas	36265	39400	9867	13001	8098	11689	11675	11062	29640	35752	
Total energy consumption from all sources tenants	18035	19242	311	340	3640	2609	13184	15259	17136	18207	
Total energy consumption	54299	58643	10179	13341	11738	14297	24859	26321	46776	53959	
	<i>Tonnes CO2e</i>										
Total direct GHG emissions Scope 1	1251	1872	505	862	49	422	596	480	1149	1764	
Total indirect GHG emissions Scope 2	244	200	-	-	119	61	91	95	211	156	
Total indirect GHG emissions Scope 3	1026	1391	50	56	-	-	1013	1379	1063	1435	
Total direct and indirect GHG emissions	2521	3464	555	918	168	483	1700	1954	2423	3355	
	<i>m3</i>										
Water consumption common areas	145101	199939	23008	55072	81077	78655	35334	58582	139419	192309	
Water consumption tenants	53708	77970	11672	10755	17	21538	907	1178	29713	33471	
Rainwater recovery	87845	29241	87845	29241					87845	29241	
Total water consumption	198810	277908	34680	65827	81094	100193	36241	59760	169132	225780	
	<i>Metric tonnes</i>										
Total weight of waste	5837	5566	1409	1470	2196	1875	1835	1776	5440	5121	
Hazardous waste	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	

Proportion by weight (%)

Disposal route											
Reuse	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Recycling	26%	25%	31%	33%	28%	24%	22%	22%	26%	26%	
Composting	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Recovery	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Incineration	56%	57%	53%	51%	56%	58%	60%	60%	57%	56%	
Landfill	17%	17%	16%	15%	15%	17%	18%	18%	17%	17%	
Other	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	

Environmental intensity indicators – Retail

Impact areas		Absolute		Like for like comparison							
		2019	2018	Belgium		France		Netherlands		Total	
		2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Building energy intensity (CRESS CRE1)	<i>kWh/m<sup>2</sup>/year</i>	68,34	70,26	78,44	102,81	61,90	75,40	93,78	99,29	80,03	92,32
	<i>kWh/visitor/year</i>	0,46	0,43	0,69	0,93	0,33	0,40	0,58	0,60	0,50	0,57
Greenhouse gas intensity from building energy (CRESS CRE3)	<i>kg CO<sub>2</sub>e/m<sup>2</sup>/year</i>	3,17	4,15	4,28	7,07	0,89	2,55	6,41	7,37	4,15	5,74
	<i>kg CO<sub>2</sub>e/visitor/year</i>	0,02	0,03	0,04	0,06	0,00	0,01	0,04	0,04	0,03	0,04
Building water intensity (CRESS CRE2)	<i>m<sup>3</sup>/m<sup>2</sup>/year</i>	0,25	0,33	0,27	0,51	0,43	0,53	0,14	0,23	0,29	0,39
	<i>liter/visitor/year</i>	1,68	2,05	2,35	4,57	2,27	2,80	0,84	1,37	1,81	2,40

Environmental performance indicators – Offices  
 EPRA, GRI 302-1, 302-2, 303-1, 305-1, 305-2, 305-3, 306-2

Impact areas	Absolute		Like for like comparison			
	2019	2018	Belgium		Total	
	2019	2018	2019	2018	2019	2018
	<i>MWh</i>					
Electricity consumption common areas	5562	6311	5562	6311	5562	6311
Electricity tenants	1312	2234	1312	2234	1312	2234
Total landlord obtained electricity	6874	8545	6874	8545	6874	8545
District heating and cooling common areas	-	-	-	-	-	-
District heating and cooling tenants	-	-	-	-	-	-
Total landlord obtained district heating	-	-	-	-	-	-
Gas consumption common areas	4082	3704	4082	3704	4082	3704
Gas consumption tenants	-	-	-	-	-	-
Total gas consumption	4082	3704	4082	3704	4082	3704
Total energy consumption from all sources common areas	9644	10016	9644	10016	9644	10016
Total energy consumption from all sources tenants	1312	2234	1312	2234	1312	2234
Total energy consumption	10956	12249	10956	12249	10956	12249
	<i>Tonnes CO2e</i>					
Total direct GHG emissions Scope 1	747	678	747	678	747	678
Total indirect GHG emissions Scope 2	-	-	-	-	-	-
Total indirect GHG emissions Scope 3	-	-	-	-	-	-
Total direct and indirect GHG emissions	747	678	747	678	747	678
	<i>m3</i>					
Water consumption common areas	18915	18078	18915	18078	18915	18078
Water consumption tenants						
Rainwater recovery						
Total water consumption	18915	18078	18915	18078	18915	18078
	<i>Metric tonnes</i>					
Total weight of waste	154	171	154	171	154	171
Hazardous waste	n/a	n/a	n/a	n/a	n/a	n/a
	<i>Proportion by weight (%)</i>					

Disposal route						
Reuse	0%	0%	0%	0%	0%	0%
Recycling	31%	30%	31%	30%	31%	30%
Composting	0%	0%	0%	0%	0%	0%
Recovery	0%	0%	0%	0%	0%	0%
Incineration	53%	54%	53%	54%	53%	54%
Landfill	16%	16%	16%	16%	16%	16%
Other	0%	0%	0%	0%	0%	0%

### Environmental intensity indicators - Office

Impact areas		Absolute		Like for like comparison			
				Belgium		Total	
		2019	2018	2019	2018	2019	2018
Building energy intensity (CRESS CRE1)	<i>kWh/m2/year</i>	175,62	202,17	175,62	202,17	175,62	202,17
Greenhouse gas intensity from building energy (CRESS CRE3)	<i>kgCO2e/m2/year</i>	11,97	11,19	11,97	11,19	11,97	11,19
Building water intensity (CRESS CRE2)	<i>m3/m2/year</i>	0,30	0,30	0,30	0,30	0,30	0,30

### BREEAM certificates

		2019
BREEAM certifications in place	% of retail GLA	82%
Very Good or higher		79%
BREEAM certifications in place	% of retail NAV	83%
Very Good or higher		80%
Total number of BREEAM certifications		18

## 4. Social data 2019

### Workforce - employment (GRI 102-7; 102-8)

(in FTE)

		Total	Belgium	France	Netherlands
2019	Number of employees year end	171.0	46.6	52.8	71.6
2018	Number of employees year end	165.0	46.0	52.8	66.2
2019	Part-time employees	18,3%	16,0%	1,9%	31,2%
2018	Part-time employees	14.2%	16.3%	1.9%	21.6%
2019	Full-time employees	81,7%	84,0%	98,1%	68,8%
2018	Full-time employees	85.8%	83.7%	98.1%	78.4%
2019	Employees with fixed contract	9,4%	6,0%	0%	18,2%
2018	Employees with fixed contract	9.1%	2.0%	0%	20.3%
2019	Employees with permanent contract	90,6%	94,0%	100%	81,8%
2018	Employees with permanent contract	90.9%	98.0%	100%	79.7%

### Workforce - employment (GRI 405-1, EPRA Diversity-Emp)

(number)

		2019			2018		
		%	Male	Female	%	Male	Female
Age group < 30	13,3%	13	11	10.1%	6	13	
Age group 30-40	38,3%	34	35	39.3%	31	36	
Age group 40-50	30,6%	22	33	35.7%	26	36	
Age group > 50	17,8%	15	17	14.9%	13	15	
Total numbers of employees	180	84	96	176	76	100	
Employees in senior management		69,6%	30,4%		70.8%	29.2%	
Annual increase in base salary excluding individual STI	4,10%	4,14%	4,06%	9,7%	6.9%	12.4%	

## Employee turnover

Total number and rates of new employee hires and employee turnover by age group, gender and region (GRI 401-1, EPRA Emp-Turnover)

(number)	2019		2018	
	New hires	Departures	New hires	Departures
Male	22	14	23	21
Female	18	22	41	41
Age group < 30	14	8	14	13
Age group 30-40	18	10	26	22
Age group 40-50	7	12	22	15
Age group > 50	1	6	2	12
Total	40	36	64	63

## Reasons for departure

	2019	2018	2017
Resignations	20	26	19
Dismissals	5	4	5
Mutual agreements	7	12	30
Retirements	0	3	1
Departure during probation period	1	3	2
Expiry contracts	3	14	15
Outsourcing	0	0	0
Deaths	0	0	0
Totals	36	62	72
Employee turnover	20.0%	35.2%	37.5%

## New employee hires (GRI 401-1)

New employees hired in 2019 by gender

	%
Male employees	56.8%
Female employees	43.2%

New employees hired in 2019 by age group

	%
Age group < 30	35.1%
Age group 30-40	37.8%
Age group 40-50	18.9%
Age group > 50	8.1%

## Sickness ratio

Sickness ratio and total number of work-related fatalities

	Units	Total	Belgium	France	Netherlands
2019 Absentee rate	%	1,93	2,13	1,79	1,95
2018 Absentee rate	%	3.0	4.1	4.5	1.1
2017 Absentee rate	%	2.9	2.2	2.6	3.5
2019 Injury rate	%	0,0	0,0	0	0
2018 Injury rate	%	0.0	0.0	0.0	0.0
2017 Injury rate	%	0.0	0.0	0.0	0.0
2019 Work-related fatalities	Number	0	0	0	0
2018 Work-related fatalities	Number	0	0	0	0
2017 Work-related fatalities	Number	0	0	0	0

## Training & Development (GRI 404-1, 404-2, EPRA Emp-training)

Average hours of training per employee, by gender

	Units	Total	Belgium	France	Netherlands
2019 training hours total	Number	3479	382	1030	2068
2019 training hours per employee	Number	19	8	19	27
2019 training costs total	in Euro	188991	30163	24725	134103
2019 training costs per employee	in Euro	1050	603	467	1742
2018 training hours total	Number	1,809	392	298	1,119
2018 training hours per employee	Number	10	8	6	15
2018 training costs total	in Euro	189,193	28,230	18,007	142,957
2018 training costs per employee	in Euro	1,075	576	340	1,932

Training hours split by category, by gender (GRI 404-2, EPRA Emp-training)

Units	2019		2018	
	Male	Female	Male	Female
Educational training	12,6%	87,4%	52,7%	47,3%
Skills & development training	60,0%	40,0%	50,8%	49,2%
Wereldhave training	65,4%	34,6%	100,0%	0,0%
Training works council	64,3%	35,7%	80,0%	20,0%
Training hours per employee	26,1	15,0	12,9	8,3

Number of training hours split per category (GRI 404-2)

(Number of hours)

	2019	2018
Educational training	254	502
Skills & development training	2957	1,198
Wereldhave training	156	29
Training works council	112	80

## Employees by category

Breakdown of employees by employee category (GRI 102-8)

(Number)

	2019	2018
Board	2	2
Management	18	18
Operations (Leasing, Development, Center Management)	89	94
Staff	71	62
Total	180	176

## Breakdown of employees by gender

Senior management split by gender (GRI 102-8)

	2019	2018
Male employees	69,6%	70,8%
Female employees	30,4%	29,2%

## Remuneration

Ratio of Base Salary and remuneration of women to men by employee category (GRI 405-2, EPRA Diversity-pay)

	2019		2018	
	Male	Female	Male	Female
Board	100%	0%	100%	0%
Management	61%	39%	56%	44%
Operations (Leasing, Development, Center Management)	44%	56%	50%	50%
Staff	45%	55%	61%	39%

## Employee satisfaction

Employee satisfaction by aspect measured (GRI 102-43)

(Number)

	2018	2016
Commitment	7.4	7.7
Engagement	7.6	7.5
Role clarity	7.5	6.9
Vitality	n/a	7.6
Work atmosphere	n/a	7.7
Loyalty	7.7	n/a
Response rate	90.1%	89.5%

## Incidents of discrimination

Total numbers of incidents of discrimination and corrective actions (GRI 406-1)

(Number)

	2019	2018	2017
Number of incidents of discrimination reported	0	0	0

## Employee performance appraisals (GRI 404-3, EPRA Emp-Dev)

	2019	2018	2017
Percentage of employees with an appraisal	97%	83%	97%

## Employee health and safety (GRI 403-2, EPRA H&S-Emp)

	2019	2018	2017
Injury rate	0%	0%	0%
Absentee rate	1,9%	3.0%	2.9%
Number of work related fatalities	0	0	0

## Community engagement (GRI 413-1)

Social performance indicators retail portfolio	2019	2018
Local engagement programme in place (% of assets)	0%	100%
Local community investments - <b>absolute (€)</b>	1485745	1618674
Local community investments - relative to NRI (% of NRI)	0	1,0%

## Health and safety assessments (EPRA H&S-Asset)

	2019	2018
Health & Safety - assessment undertaken (in %)	84%	84%
Health & Safety - incidents of non-compliance occurred	0	0

## 5. Qualifying notes CSR data

### *Scope environmental reporting*

Over 2019, the portfolio coverage of our environmental reporting is 96% in net market value. For 2019 the absolute data disclosed for all energy and greenhouse gas emissions performance indicators is for 38 out of 46 properties. The data disclosed for water consumption refers to 36 out of 46 properties and waste figures refer to 36 out of 46 properties. For the like-for-like figures, 28 out of 46 properties are included for energy and greenhouse gas data and 27 out of 46 properties are included for water for waste like-for-like figures.

The reported data contains the total landlord obtained energy and water consumed by the properties owned and managed by Wereldhave. Where tenant consumption is sub-metered this is reported separately. Like-for-like data show the change of an indicator over a two-year period with a constant portfolio. Absolute data provides an overview of the environmental impact over 2019. All assets which have been acquired, divested or under significant (re)development during the reporting period are excluded for like-for-like data.

The majority of properties have smart meters in place to monitor energy consumption. Wereldhave introduced a monitoring system in 2016 to monitor its environmental performance. Some automatic meter readings in these Wereldhave centers may not be reliable, because in 2019 changes were made to this system, and in shopping Wereldhave centers under development sub-meters and meters have been replaced, added or removed. Therefore, in these cases, the data is corrected by our third-party data managers to obtain reliable and comparable results.

### *Methodology performance data*

Intensity figures are calculated using 'shared services' as numerator and lettable floor area as denominator. These shared services refer to landlord-obtained consumption for common areas and services provided to tenants that do not have sub-meters. Wereldhave acknowledges that the intensity indicator may be affected due to a mismatch between numerator and denominator, as recommended in the EPRA sustainability best practice recommendations.

For the environmental performance indicators we use a different reporting period than for our financial reporting. Environmental performance indicators are consolidated on a 12-month rolling period rather than on the financial year. Since 2015, the reporting period covers a 12-month period, including the fourth quarter of 2014 and the first three quarters for 2015. The same methodology is applicable for 2019.

Energy consumption includes both direct and indirect energy consumption. The direct energy refers to primary source energy which is purchased and consumed on site by Wereldhave (e.g. gas and fuel oil). Indirect energy refers to the energy produced by and purchased from a third-party in the converted form of electricity or fluid (e.g. electricity, heating and cooling networks). Disposal routes for Belgium and France were not available in detail for 2019, hence we extrapolated the data from the available data.

Emission factors are based upon the information provided by energy suppliers for electricity, district heating and gas consumption and national emission factors. The carbon emissions relate to the energy consumptions (kWh) reported in the same table. Scope 3 GHG emissions refer to landlord-obtained energy consumption and exclude waste for instance.

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**make every day count**