

Declaration of conformity 2022

Dussmann Group

Indicator set

GRI SRS

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Indicator set

The declaration was drawn up in accordance with the following reporting standards:

GRI SRS

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General

General Information

Describe your business model (including type of company, products / services)

At the Dussmann Group, 66,000 people work across 21 countries, contributing their ideas and passion for people. The Berlin-based service company achieved consolidated Group sales of €2.8 billion across its three divisions in 2022. The largest of the divisions, Dussmann, provides solutions born of its passion for Facility Management and Food Services (Dussmann FM & FS) as well as for Technical Solutions (Dussmann TS). Dussmann Facility Management combines all of the services involved in Integrated Facility Management, with a high proportion of the work performed in-house within the organization: building cleaning, security services, building technology, electrical and communications technology, and charging solutions for electric vehicles. Dussmann Food Services offers diverse and sustainable dining concepts for children, employees, patients, and residents of senior facilities, all with warm hospitality. Dussmann Technical Solutions encompasses all of the business units involved in industrial engineering and technical services. They offer solutions spanning the entire life cycle of systems and buildings, from planning and installation to commissioning, service, and repairs in the fields of electrical engineering, cooling, refrigeration and air conditioning technology, and elevator technology. The Care & Kids division operates the Kursana brand, providing care for 13,400 seniors, and the Dussmann KulturKindergarten brand, which provides childcare for working parents. The Dussmann Group also operates Germany's largest media store, Dussmann das KulturKaufhaus in Berlin. For more information, please visit news.dussmanngroup.com.

CRITERIA 1–10: SUSTAINABILITY POLICY

Criteria 1–4 concerning STRATEGY

1. Strategic Analysis and Action

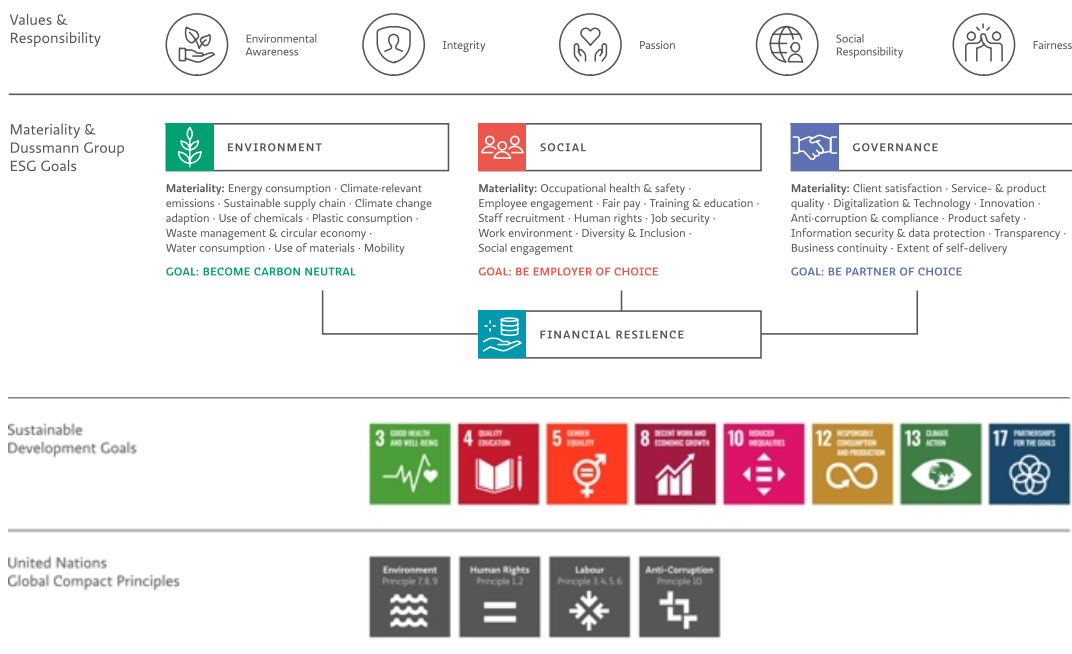
The company declares whether or not it pursues a sustainability strategy. It explains what concrete measures it is undertaking to operate in compliance with key recognised sector-specific, national and international standards.

In our role as a global service company operating in 21 countries around the world, we are active across many different areas, industries, and cultures. Through it all, though, we always pursue the same aims: making life a little easier for everyone who uses our services.

We view ourselves as a provider of solutions and as a partner in shaping everyday worlds and gear our thinking and activities toward people's needs and wishes. Our employees develop customized solutions for this, ultimately resulting in over 100 individual services. The goal of our work as an innovation driver remains to create benefits for our clients, our society, and the world around us.

The Dussmann Group strategy reflects overarching megatrends and the challenges they bring with them while identifying areas of focus for strategic action. Our ESG strategy is one of the key strategic pillars of our business. We firmly believe that focusing on sustainability (ESG) as a core topic will have a substantial impact on the Dussmann Group's future economic success. ESG is an acronym for Environment, Social and Governance (in the sense of responsible corporate management) and thus denotes the three main corporate sustainability aspects.

Dussmann Group ESG Strategy

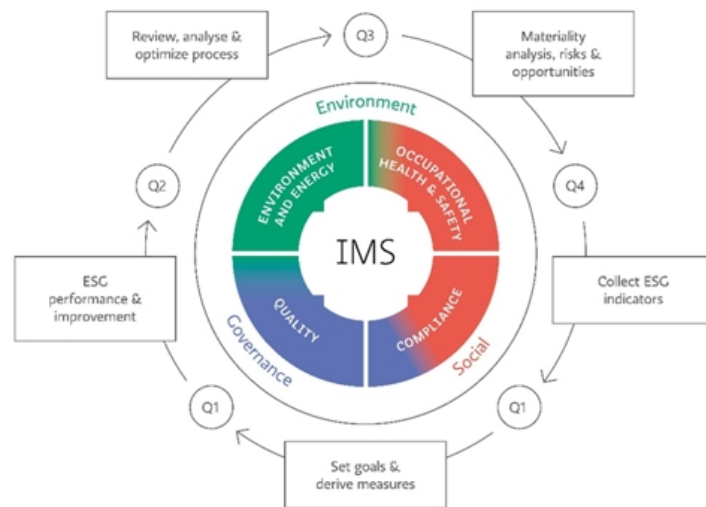


The shared values expressed in our Group strategy form the cornerstone of the ESG strategy mapped out in the 2022 reporting year: environmental awareness, integrity, passion, social responsibility, and fairness. Our ESG strategy links these fundamental principles with the sustainability aspects that have been identified as material to us. The focus on materiality forms the basis for identifying our group-wide sustainability goals (ESG goals), including the resulting measures to achieve these goals. The materiality analysis and our goals setting processes are described in detail in criteria 2 and 3 below.

To us, sustainable and responsible action means taking environmental, social, and governance aspects and the needs and concerns of our internal and external stakeholders equally into account in all our corporate processes. Financial resilience, and thus the ability to adapt to change and improve our ESG performance, pave the way forward for sustainable growth. Identifying risks and opportunities at an early stage is a crucial prerequisite for this, and it is an element of the process used for our integrated management system (see criteria 6).

Through our ESG strategy, we have pledged to uphold the ten fundamental principles of the UN Global Compact in the areas of human rights, labor, the environment, and anti-corruption. We are also committed to doing our part to achieve the 17 United Nations Sustainable Development Goals (SDGs), with a special focus on the SDGs that are material to us.

Implementation of the ESG strategy within the Dussmann Group



Being a part of our integrated management system, our ESG strategy is actively implemented and synchronized with quality, occupational health and safety, environmental and energy management standards and norms. Sustainability aspects are also monitored, not least as part of our ISO certifications (see criteria 7). We have incorporated our commitment to continuous improvement into our company-wide sustainability policy, which itself consistently puts the Dussmann Group strategy into action. In this way, we ensure that we consider the key sustainability issues in our business activities and that we can meet expectations and obligations towards our stakeholders.

2. Materiality

The company discloses the aspects of its business operations that have a significant impact on sustainability issues and what material impact sustainability issues have on its operations. It analyses the positive and negative effects and provides information as to how these insights are integrated into the company's processes.

Through our business operations, we shape day-to-day life and work across society and the business sector. Our business environment is marked to a particular degree by the heterogeneous nature of the markets where we operate, the needs of our clients, and the relevant market volumes and existing infrastructures. Social and environmental particularities can vary considerably as a result, depending on the relevant business units and international subsidiaries. This means the potentially material sustainability aspects that relate to us, and our business activities are equally diverse.

Material aspects of our business operations

We follow the “double materiality” principle. This means that the material sustainability aspects for us are those topics that,

- have relevant environmental, social, or governance impacts on our company and our success in business **(outside-in perspective)**,
- are substantially affected by our business activities **(inside-out perspective)** and
- affect key stakeholders’ expectations and decisions.

Our most important stakeholders and stakeholder groups are described in further detail under criteria 9.

The materiality analysis process

As part of the materiality analysis, sustainability aspects are evaluated both from the company's perspective and from the perspective of our internal and external stakeholders. We consider the full breadth and depth of all our business operations. This evaluation is incorporated into our ESG strategy, forming the basis for the Dussmann Group sustainability policy and for formulating and prioritizing our ESG goals. At the same time, this process is essential when it comes to selecting performance indicators and establishing focus areas when developing measures to be taken. Through the integrated management system, we ensure efficient implementation of these measures and promote ongoing further development.

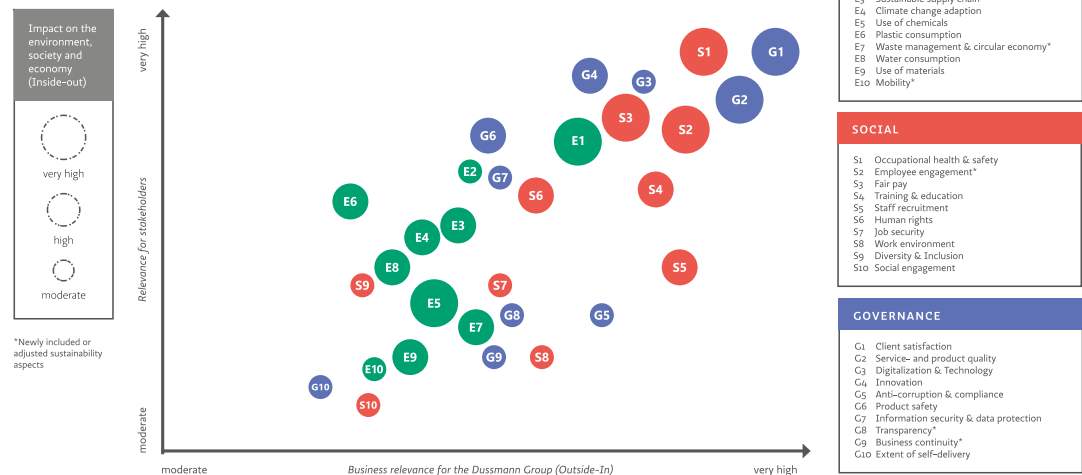
The materiality matrix visualizes the most important sustainability aspects. It is further developed and calibrated annually based on the results of previous analyses. To this end, the list of identified materiality aspects is reviewed first to determine whether it is up to date and relevant and what the positive and negative impact may be and adjusted where necessary. As the next step, internal and external stakeholders assess the identified sustainability aspects by means of an anonymous, online-based survey. This ensures broad-based internal and external inclusion in the process while also making certain that both implementation and analysis and interpretation are efficient. The sustainability aspects are ranked within the ESG dimensions of environmental, social, and governance aspects and also weighted according to their importance. In addition, since this reporting year we have been determining the extent to which our business activities impact the environment, society and the economy.

We are striving to significantly expand the group of external stakeholders involved in the materiality analysis in the coming years. This will make their input more meaningful while also allows us to identify stakeholders’ expectations in line with our capabilities and capacities.

The 2022 materiality matrix

The graphical illustration below, our materiality matrix, shows the results of the materiality analysis for the 2022 reporting year:

Dussmann Group Materiality Matrix 2022



This visualization was optimized and expanded during the reporting year. In addition to business relevance (outside-in perspective) and stakeholder relevance, the new matrix now also shows the inside-out perspective. The size of the dots indicates the extent of the impact of our business activities on the environment, society, and the economy.

Our material sustainability aspects

This section explains the results of our materiality analysis in detail.

The Dussmann Group views the sustainability aspects of the three ESG dimensions – environmental, social, and governance – as being of equal importance rather than competing with each other. In the context of this report, the mentioned sustainability aspects are assigned to one of the categories along their strongest expression, but in mutual interaction they have an impact on several dimensions.

There is greater tension surrounding the assessment of sustainability aspects within the context of the materiality analysis than was previously the case. On the one hand, the requirements of a price-driven market and the resulting framework conditions have an impact on our business activities. This stands in contrast to our aim of providing services as sustainable as possible. This tension serves as the source of our approach to finding solutions, as we view it as an opportunity to work with our clients to forge ahead and shape the sustainable further development of our business activity.

The sustainability aspects that have been added or changed from the results of the previous year's analysis are marked with an asterisk (*) and appear in italics.

Environmental aspects (environment)

- **E1** Energy consumption
- **E2** Climate-relevant emissions
- **E3** *Sustainable supply chain**
- **E4** Climate change adaption
- **E5** Use of chemicals
- **E6** Plastic consumption
- **E7** Waste management and *circular economy**
- **E8** Water consumption
- **E9** Use of materials
- **E10** *Mobility**

In environmental terms, we focus our operational activities on minimizing resource consumption and utilizing environmentally-friendly products and working materials. This applies both to our own operational resources and to those of our clients. Material consumptions are energy, plastics, chemicals, water, and other materials. On the client side, consumption of energy, plastics, and water plays an especially important role. The aim of our efforts is to reduce the negative environmental impact of our business operations.

We take care to handle raw materials sensitively and actively drive forward resource- and energy-efficient innovations. These efforts also support our goal of reducing waste volumes, especially packaging materials and other consumable materials. Our actions in the area of the circular economy allow us to use limited resources more sustainably and efficiently.

Adapting to climate change and climate protection are global challenges, which means they are highly important to us as well. Considering our climate-relevant emissions, with a focus on determining our Scope 1 and 2 carbon footprint (see criteria 13), is a prerequisite for identifying and optimizing environmental impacts over which we have a direct and indirect influence.

We strive to promote and improve environmental and social standards along the entire supply chain. A sustainable supply chain takes the entire value chain into account and aims to create long-term relationships among all stakeholders on a foundation of trust, cooperation, and a shared understanding of sustainability.

This year marks the first time that the mobility aspect was also assessed and identified as material: Our priority in this regard to shape our operational mobility in such a way that our access to clients' properties and workplace

accessibility for our employees become more sustainable.

Social aspects (social)

- **S1** Occupational health and safety
- **S2** Employee engagement
- **S3** Fair pay
- **S4** Training and education
- **S5** Staff recruitment
- **S6** Human rights
- **S7** Job security
- **S8** Work environment
- **S9** Diversity and inclusion
- **S10** Social engagement

We believe respecting and observing human rights is an integral part of responsible corporate governance. Employees' concerns are a high priority for the companies of the Dussmann Group and their stakeholders. Key social sustainability aspects include compliance with occupational safety and health standards, employee engagement, and promotion of training and education. We strengthen aspects such as job security, resilience, social and personal competencies, and employee retention with measures and activities for continuous qualification and to increase employee satisfaction.

To us, fair pay means equal pay for equal work within a given social setting where the same rules apply, regardless of gender, origin, or religion. Besides this, our pay structure also considers the level of qualification, experience as well as workload.

The work environment, and with it the legal and factual circumstances under which our employees do their jobs, not least ensure that we deal with each other in a spirit of mutual trust and respect. A safe and healthy work environment helps to prevent work-related injuries and illnesses and plays a material role in minimizing risk and hazards at work.

Social engagement is another material factor for us: Promoting cultural education among kids and teens and supporting young musical talents are key concerns for the Dussmann Group.

We are convinced that the satisfaction of our employees and our clients and the high quality of our services are closely related. We therefore consider it an essential responsibility of our business to create the best possible conditions for the development and further growth of our employees.

Governance aspects

- **G1** Client satisfaction
- **G2** Service and product quality

- **G3** Digitalization and technology
- **G4** Innovation
- **G5** Anti-corruption and compliance
- **G6** Product safety
- **G7** Data protection and information security
- **G8** *Transparency**
- **G9** *Business continuity**
- **G10** Extent of self-delivery

Client satisfaction, proactive advice on and implementation of targeted measures, digitalization, innovation, and the quality of our operational activities with an eye to client requirements are the main sustainability aspects we see in the area of governance. All these factors create added value for our clients and form the basis of forward-looking and sustainable corporate development.

Our code of conduct sets out the ethical values of the Dussmann Group. These include fair competition and respect and confidentiality in our dealings with business partners.

We support our employees in dealing with ethical issues and maintain an open dialogue – including sanctions for violations of ethical principles. We also obligate our subcontractors and suppliers to comply with our code of conduct.

Data protection and information security are becoming more and more material for us and our stakeholders. Protecting and ensuring the security of the personal data of our clients and employees is a top priority for us. The same applies to the handling of business data of clients or third parties, for example in the course of providing service provision.

Digitizing our work and business processes and incorporating digital technologies is a high priority for us and gained even greater importance in the course of the coronavirus pandemic.

Transparency and business continuity sustainability aspects were included in the evaluation for the first time in the 2022 reporting year. Ensuring that we are able to take action in unusual situations plays an important role in responding to unforeseen events and minimizing risks.

We focus on transparent provision and communication of material information and decisions, which strengthens trust among our relevant stakeholder groups while helping to build greater understanding and maintain our credibility.

Impacts of our business activities – risks and opportunities

The business activities of the Dussmann Group are associated with risks and

opportunities across all ESG dimensions.

With more than 65,000 employees, we are one of the largest employers in some of the regions where we operate. This results in our social influence and special responsibility to create and maintain stable and good working conditions in these markets.

One challenge is that many of the highly qualified skilled workers and specialists we need to fulfill our performance promises towards our clients are reaching retirement age. This is further reinforced by demographic change. There is thus a risk that we may lose client contracts if we do not meet clients' requirements. We create new jobs and safeguard existing ones by expanding on the proportion of work performed in-house. Key elements here include training and further development opportunities for all employees and the ability to recruit and retain new employees.

Consequently, enabling people with lower qualifications to enter or reenter working life in long-term jobs with fair pay is a material opportunity through which we foster social cohesion and ensure equal opportunities at all hierarchical levels.

The coronavirus pandemic brought a host of challenges for the Dussmann Group, like for many other companies. Among other things, we forged ahead with our focus on digitalization to maintain our work and performance capacity. The circumstances of the pandemic significantly accelerated this process. Adding digital solutions (such as demand-driven service provision through sensor-supported user recording) to our range of services offers the companies of the Dussmann Group an opportunity to tap into new market segments or secure their position in existing ones. This is balanced against the potential risk of being squeezed out of the market by new participants. The use of technological innovations helps us to ensure the provision of services on a fundamental basis and remain resilient and ready for the future.

For individual work steps in the overall process that are difficult or monotonous, we reduce the workload of our employees by using robotics. This ensures increased occupational safety and efficiency (for example, through autonomously operating cleaning machines). We see these technologies as a "healthy combination of man and machine," which in the process equally counteracts the labor shortage to some extent. In addition - accelerated by Corona - "mobile working" has been increasingly introduced and established in the administrative areas of our companies, which at the same time increases employee job satisfaction and has a positive impact on environmental performance. The main benefits here are the elimination of commutes to and from the office and the reduced consumption of resources (e.g. office space, electricity consumption).

We identify opportunities and risks at an early stage through structured risk

analysis along the entire supply chain, from procurement to service provision at client's sites (see criteria 17). Our supply chain is often very local and decentralized, but it is not independent of global upstream suppliers, very dynamic and also sensitive. This means we are aware of the risk that small changes in our own processes may affect the supply chain and thus indirectly have a negative influence on client satisfaction.

From an ecological point of view, we derive great leverage for reducing our environmental impact from the use of environmentally-friendly products and working materials as well as through increasing efficiency in the use of energy and materials within the scope of our own operational resources and equally with a view to the resources of our clients. The carbon footprint (Scope 1 and 2) of our suppliers and subcontractors is the key to this. Only if we have this information we can consider the environmental dimension in the selection process and optimize it in the future.

Taken together, waste management and measures to promote the circular economy represent a major opportunity for us. We accordingly want to develop a general understanding of our value chain and life cycles as a basis for taking measures for long-lasting, efficient use of resources and identifying ways to reduce waste. Challenges we face in this regard are decentralized, often manual data collection.

Climate change requires close examination of how our business and private activities alike affect the world around us. Our goal is to identify negative environmental impact along our entire value chain and minimize it wherever possible. Determining the carbon footprint of the Dussmann Group and identifying areas of potential environmental conservation allow us to take targeted climate protection measures to reduce our climate-relevant emissions (see criteria 13).

We see great potential in using innovative technical solutions to provide optimum support for our clients' buildings and technology over their entire life cycle, with ongoing optimization. In all our business activities, we work on resource-efficient service and product innovations that improve living and working conditions for our clients and employees across all business units.

Focusing on technical, socio-economic, and environmental innovations offers enormous opportunities to drive climate protection and resource conservation, responding to demographic and digital change, and address social challenges.

3. Objectives

The company discloses what qualitative and/or quantitative as well as temporally defined sustainability goals have been set and operationalised and how their level of achievement is monitored.

Dussmann Group sustainability goals 2023

The results of our prioritization of material sustainability aspects were used to identify three long-term goal perspectives in the areas of the environment, social, and governance in line with our ESG strategy and to formulate associated medium-term sustainability goals for the Dussmann Group. The following chart illustrates the breakdown according to the ESG criteria:

Dussmann Group ESG Goals 2023



This section provides a more detailed explanation and description of our sustainability goals (ESG goals).

Environment: Become carbon neutral (see criteria 11–13)

To mitigate the negative effects of climate change, we have identified climate neutrality in our business operations as a long-term goal. This is in line with the EU's efforts to achieve climate neutrality by 2050 under the European Climate Law and to limit global warming to significantly less than 2°C above preindustrial levels. Reaching net zero emissions and achieving greenhouse gas neutrality means that all climate-relevant emissions generated by the company's operations must be either eliminated or offset.

For this to occur, information on all emissions falling within Scopes 1 and 2 under the Greenhouse Gas Protocol (GHG Protocol) must be collected in full, with the successive addition of our upstream and downstream Scope 3 emissions.

Only this kind of detailed and accurate overview will allow us to define specific quantitative emission reduction goals at the local level and track our progress. In doing so, we consider the entire value chain, taking into account the individual particularities and the resulting differences between the individual business units and industries in which we operate (see criteria 13). By focusing on innovative solutions, including those geared toward adapting to climate change and reducing emissions, we are also ultimately supporting SDG 13, "Climate action," which is aimed at fighting climate change and its impacts.

Identifying negative environmental impact along the value chain and minimizing resource consumption is an ongoing challenge, whose urgency stems from the need to preserve our natural resources. Our environmental approach is based on our commitment to sustainability in our actions, both in our internal processes and in performing services for our clients. One of our core aims is therefore to promote sustainable product development and collaboration concepts that are in line with our environmental, social and economic values and goals.

With our goal of increasing the percentage of sustainable materials used, we are tying in with the United Nations Development Goal SDG 12 "Sustainable Consumption and Production". This calls for environmentally-friendly handling of chemicals and all waste across the entire life cycle and for efficient use of natural resources.

Goal: Identify & reduce carbon footprint (Scope 1 & 2)					
KPI: CO ₂ e (Scope 1 + 2: market-based) per revenue(t/Mio.€)					
	Value 2021	Value 2022	Variance	Goal 2025	Goal 2030
Dussmann Group	21.3	18.8	-12%	16	12
Dussmann FM & FS	14.1	14.3	1%	11	8
Dussmann TS	13.7	8	-42%	7.5	7
Care & Kids	41.8	41.1	-2%	30	27
KulturKaufhaus	1.3	0.5	-62%	0.2	0

Goal: increase proportion of environmentally-friendly materials				
KPI: Ratio "EU Ecolabel" Chemicals (%)				
	Goal 2022	Value 2022	Variance	Goal 2023
Dussmann Group	25	32	28%	35
Dussmann FM & FS	24	31	29%	34
Dussmann TS	N/A	54	/	55
Care & Kids	N/A	N/A	/	N/A
KulturKaufhaus	N/A	N/A	/	N/A

Measures taken to reach the goals:

Determine and reduce carbon footprint (Scope 1 and 2):

- Modernize vehicle fleet (Dussmann FM & FS, Dussmann TS)
- Reduce fuel consumption through route planning (Dussmann FM)
- Gradually shift electricity supply contracts to 100% renewable power (Dussmann Group)
- Implement “paperless office” initiatives and digital documentation (Dussmann Group)
- Successively expand collection and identification of Scope 3 emissions (Dussmann Group)
- Obtain certification under the international standard for quantifying and reporting on greenhouse gas emissions at the organizational level (ISO 14064-1:2018) (Dussmann Italy)

Increase use of environmentally-friendly materials:

- Sustainable cleaning agents, equipment, and technologies (Dussmann FM)
- Increase proportion of environmentally-friendly chemicals and reusable packaging materials (Dussmann FM & FS)
- Raise employee awareness on environmental protection and resource efficiency (Dussmann FM)

Social: Be an employer of choice (see criteria 14–16)

Qualified, motivated employees are the foundation of our success as a company. Our stated goal is to be an employer of choice that recognizes the potential of its employees and managers and cultivates their skills and abilities on a targeted basis. Through these actions, we aim to contribute to achieving SDG 8, “Decent work and economic growth,” which is intended to protect labor and employment law, ensure safe working conditions and decent employment, and enhance economic productivity through diversification and technological modernization and innovation.

By qualifying and training our employees, we aim to proactively shape the transition to changing requirements and minimize negative effects. This is another action that contributes to ongoing improvements in occupational health and safety, which is a highly material objective for us.

People are at the heart of everything we do: Our employees are our most important resource. With this in mind, we strive to actively promote employee engagement. This obviously includes applying equal opportunities at all hierarchical levels and protecting against discrimination. Anchoring diversity and inclusion as central components of our social responsibility and corporate culture is of great importance here. It is important to us that all our employees are given the same opportunities and can develop their full potential. We want to create an inclusive work environment that promotes equality, fairness, personal responsibility, and collaboration and teamwork. This is both a key prerequisite for and the ultimate aim of our efforts to reduce inequality. In doing so, we are committed to achieving SDG 5, “Gender equality,” and SDG

10, "Reduced inequalities." In line with SDG 4, "Quality education," we also support educational institutions that are appropriate for children, disabled-accessible, and equal in terms of gender and offer a safe, inclusive, and effective learning environment (see criteria 18).

Goal: Improve occupational health and safety				
KPI: LTAF (Number LTA / Mio. hours worked)				
	Goal 2022	Value 2022	Variance	Goal 2023
Dussmann Group	16	22.4	40%	21
Dussmann FM & FS	16	19.9	24%	19
Dussmann TS	N/A	11.6	/	11
Care & Kids	N/A	51.8	/	40
KulturKaufhaus	0	0	0%	0
KPI: ASR (days lost / Mio. hours worked)				
	Goal 2022	Value 2022	Variance	Goal 2023
Dussmann Group	430	374	-13%	320
Dussmann FM & FS	450	355	-21%	350
Dussmann TS	N/A	88	/	85
Care & Kids	N/A	716	/	325
KulturKaufhaus	0	0	0%	0

Goal: Actively promote employee retention		
KPI: Employee turnover rate (unwanted) (%)		
	Value 2022	Goal 2023
Dussmann Group	10.7	16
Dussmann FM & FS	10.1	15
Dussmann TS	15.4	14
Care & Kids	16.8	22
KulturKaufhaus	8.2	7.5

Note:

* Based on our materiality analysis and with an eye to the increasing relevance of employee engagement for us, we have established our first-ever goal for the key performance indicator (KPI) of turnover rate (%), both for the individual companies and at the Group level. Effective as of the 2022 reporting year, there is no longer a goal at the Group level for the percentage of leadership positions held by women as a KPI. The reason for this is the high variation between values within the different business units. A consolidated goal at the Group level is therefore not meaningful and effective enough for our objective of being an employer of choice.

Measures taken to reach the goals:

Improve occupational health and safety:

- Hold training sessions (Dussmann TS, Dussmann FM & FS)
- Perform planned internal and external audits, along with object controls and site inspections (Dussmann Group)
- Update risk assessment methodology (Dussmann TS, Dussmann FM & FS)
- Raise awareness among employees (Dussmann Group)
- Optimize communication processes (Dussmann Group)

- Use man-down equipment (Dussmann FM & FS)

Promote equal opportunity:

- Mentoring program for female managers (Dussmann Group)
- Training and raising awareness in the area of equal opportunities (Dussmann Group)
- Launch Smart Choice Leadership Development Programs (LDPs) to support emerging leadership talent (Dussmann TS)
- Obtain certification under the international standard for diversity and inclusion (ISO 30415:2021) and the Italian equality standard (UNI/PDR 125:2022) (Dussmann Italy)

Governance: Be a partner of choice (see criteria 4 and 10)

To us, our clients are at the heart of everything we do. This is why we have embraced the goal of being a partner of choice. In our role as a service partner, we believe it is important to offer holistic solutions aligned toward our clients' needs. We strive to achieve reliably high quality in our service provision in respect to the requirements of our clients as well as a continuous further development of what we offer and our processes in terms of a higher customer benefit.

Regular audits are an important tool we use to raise the quality level. An audit examines whether processes, activities, and guidelines meet the necessary standards and requirements and whether these rules are also observed and followed in practice. This helps to identify potential for improvement and need for action at an early stage. We have therefore set ourselves the goal of increasing our audit frequency.

We also aim to minimize negative economic, social, and environmental impact along our supply chains while at the same time enforcing and complying with quality standards. When concluding contracts with our business partners, subcontractors, and suppliers, we therefore also oblige them to comply with our minimum standards. We work with our subcontractors and suppliers in a spirit of partnership. The selection process takes place at the company level and is implemented by the local purchasing, which takes the relevant requirements of the business units into account (see criteria 4).

Goal: Increase audit frequency				
KPI: audit frequency (No./Mio.€)				
	Goal 2022	Value 2022	Variance	Goal 2023
Dussmann Group	3	4	33%	4
Dussmann FM & FS	3.5	5.1	44%	5.5
Dussmann TS	N/A	5.8	/	6.2
Care & Kids	N/A	0.18	/	0.18
KulturKaufhaus	N/A	0.1	/	0.25

Goal: Comply with internal standards in supply chain		
KPI: relevant supplier evaluation rate (%)		
	Value 2022	Goal 2023
Dussmann Group	86.4	90
Dussmann FM & FS	84.8	88
Dussmann TS	99	100
Care & Kids	N/A	N/A
KulturKaufhaus	N/A	N/A
KPI: relevant subcontractor evaluation rate (%)		
	Value 2022	Goal 2023
Dussmann Group	95.3	98
Dussmann FM & FS	94.7	96
Dussmann TS	100	100
Care & Kids	N/A	N/A
KulturKaufhaus	N/A	N/A

Measures taken to reach the goals: Increase audit frequency:

- Roll out a digital software solution (Quentic) to document audits, object controls and site inspections within further business units (Dussmann Group)
- Training program for internal auditors (Dussmann FM)
- Simplify tracking of measures through Quentic (Dussmann Group)

Comply with internal standards in supply chain:

- Code of conduct as mandatory element of contracts for suppliers and business partners (Dussmann Group)
- Review and optimize supplier assessment and the auditing process (Dussmann Group)
- Introduce a digital software solution (Digital PA) for supplier accreditation and evaluation (Dussmann Italy)
- Strengthen awareness of processes through worldwide use of appropriate software, SAP Signavio (Dussmann Group)
- Risk analysis and implementation of new assessment criteria (Dussmann FM & FS)

Dussmann Group sustainability goals process

For the first time, each of our companies was able to set its own quantitative goals for the 2022 reporting year in keeping with our Group ESG goals. Our goals are based on our ESG strategy, our sustainability policy, material sustainability aspects, and the associated opportunities and risks for our business units.

The United Nations Sustainable Development Goals (SDGs) provide guidance and a framework for this. The centerpiece of the UN's agenda for 2030 is an

ambitious list of 17 sustainability goals that take the subjects of people, planet, prosperity, peace, and partnership equally into account in an effort to balance the drive for prosperity and economic progress with social equity and environmental concerns. Through our values and goals, we aim to make a positive contribution to realizing the SDGs that are relevant to us (also see criteria 1).

The implementation of a central software solution (Quentic) for comprehensive collection and consolidation of our sustainability indicators continued this reporting year, marking a major milestone in our sustainability reporting. By using this supporting database, we ensure improved data quality and enhance the efficiency of the process data collection and its analysis. In this way, we connect the goal parameters that have been developed with our integrated management system (IMS) and enable a deeper understanding of the data and quantification of our goals. We believe we are well prepared for the implementation of the European regulation on sustainability reporting (CSRD - Corporate Sustainability Reporting Directive). Understanding the new reporting standards and forging ahead with implementation will be our focus areas for 2023.

All our sustainability data is broken down by the following business units: Dussmann Facility Management and Food Services (Dussmann FM & FS), Dussmann Technical Solutions (Dussmann TS), Care&Kids, and KulturKaufhaus. This allows us to take full account of structural particularities and industry-specific factors. It should be noted that the Dussmann Group umbrella covers additional administrative units and shareholdings that are not part of the four business units falling below that level.

We are convinced that our sustainable corporate success is directly dependent on reaching the goals set, which requires effective implementation of all necessary measures. This is the responsibility of the Executive Board of the Dussmann Group and of the executive management of each of the subsidiaries within the group. Effectiveness is measured through our targeted key performance indicators (KPIs), which we have derived based on added value analysis. These indicators serve to make our development and our progress on matters of sustainability measurable and visible. They are shown in table format at the end of each goal dimension. In line with our corporate organization, we implement the "bottom-up principle". Our business units and divisions set quantified local goals for themselves in the context of sustainability reporting. These are subsequently consolidated with the ESG goals of the Dussmann Group.

The Executive Board, in cooperation with the Supervisory Board, is responsible for monitoring the achievement of the goals, which are presented in this report.

4. Depth of the Value Chain

The company states what significance aspects of sustainability have for added value and how deep in the value chain the sustainability criteria are verified.

The extent of self-delivery and the possibilities of reviewing and influencing ESG criteria vary widely among the very different fields in which the Dussmann Group does business (see "General information" and criteria 2). We strive to ensure that all our products, including food, are developed, produced, and supplied in accordance with our clients' requirements. Due to the diversity of our services, it is not possible to map a homogeneous value chain.

In the food and non-food segments, procurement of products, storage, production, on-site service, cleaning, and disposal are the relevant links in the value chain. The procurement of products from fair and sustainable sources as well as the reduction of material use and avoidance of waste are of particular importance for us. Our goal is to minimize the risks associated with sustainability aspects all along our supply chain. How we do this is described in criteria 17. In all service segments where we work with people, we ensure that as much of the work as possible is performed in-house so we can offer the highest possible service quality.

Supplier management

For our core business, we review ESG criteria as part of the supplier selection process. This is done, for example, through electronic supplier files, supplier self-disclosures, including sustainability questionnaires, and the agreements of our current [Code of Conduct for Subcontractors and Suppliers](#). In the future, we will also conduct an annual risk analysis for our key suppliers in accordance with the German Supply Chain Act (see criteria 17). With regard to our direct suppliers, we are not aware of any social, ethical or environmental problems in the above-mentioned context in 2022.

We are constantly working to optimize our supplier portfolio to better meet our ESG requirements.

We maintain close cooperative relationships with some producers, consulting with them on product requirements, testing prototypes, and providing feedback on product and service ideas (in the area of personal protective equipment, for example). In some cases, we also enter into development partnerships with selected producers or example in the area of cleaning processes. We earn most of our revenue in Germany, Italy, Luxembourg, and Austria, where we focus on consistently building and refining occupational health and safety, quality, and environmental standards. Our fundamental goal

is to continuously implement these standards, including in our business activities in developing markets.

Together with our suppliers, we prioritize relevant ESG aspects along the value chain, develop them further as required, and drive them forward. This approach is given even higher priority, particularly in view of the importance of the German Supply Chain Act.

Criteria 5–10 concerning PROCESS MANAGEMENT

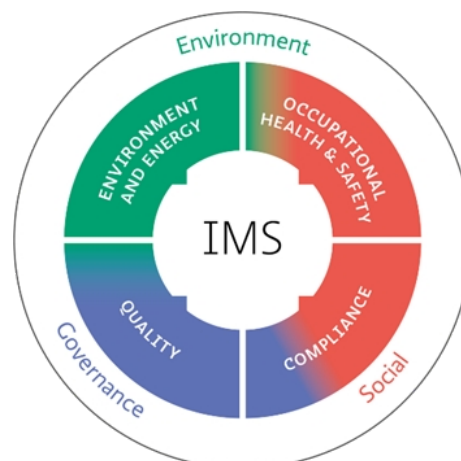
5. Responsibility

Accountability within the company's management with regard to sustainability is disclosed.

The integrated management system (IMS) combines methods and tools for meeting requirements associated with quality, occupational health and safety, and environmental protection in a standardized structure that serves to manage and monitor the organization. Within the Dussmann Group, an integrated management system in the Dussmann Facility Management & Food Services business unit, which is managed by the Dussmann Stiftung as the legal entity, is used to design tasks and processes effectively on the basis of the requirements of international standards. Beyond that, there is an integrated management system for the Dussmann Technical Solutions division and at the company level (for example, in Italy or at Care & Kids).

This is the responsibility of the Executive Board of the Dussmann Group and of the executive management of the individual companies.

The Dussmann Group ESG strategy is operationalized in the form of an integrated management system; the QHSE (Quality, Health, Safety and Environment) & Sustainability leads the way in this area, pooling together activities and interlocking the process levels at the company. The three ESG criteria - environment, society, and governance - are directly interrelated and interact with each other (see graphic).



6. Rules and Processes

The company discloses how the sustainability strategy is implemented in the operational business by way of rules and processes.

The Dussmann Group integrated management system (IMS) is fundamentally certified according to international standards (ISO 9001, ISO 14001, ISO 45001; also ISO 50001 and ISO 22001 in some cases), which makes it suitable for visualizing business processes in an understandable way. The Dussmann Group sustainability policy, which is regularly adjusted to reflect current circumstances, is also available to all our internal and external stakeholders within the integrated management system. Our sustainability policy is focused on the impacts of our business activities on society, the environment, our clients, and the economy.

The Dussmann Group code of conduct sets out principles arising from our ESG strategy, along with other aspects. Our code of conduct forms the basis for our business relations with clients and serves them and our employees as a guideline for our corporate principles.

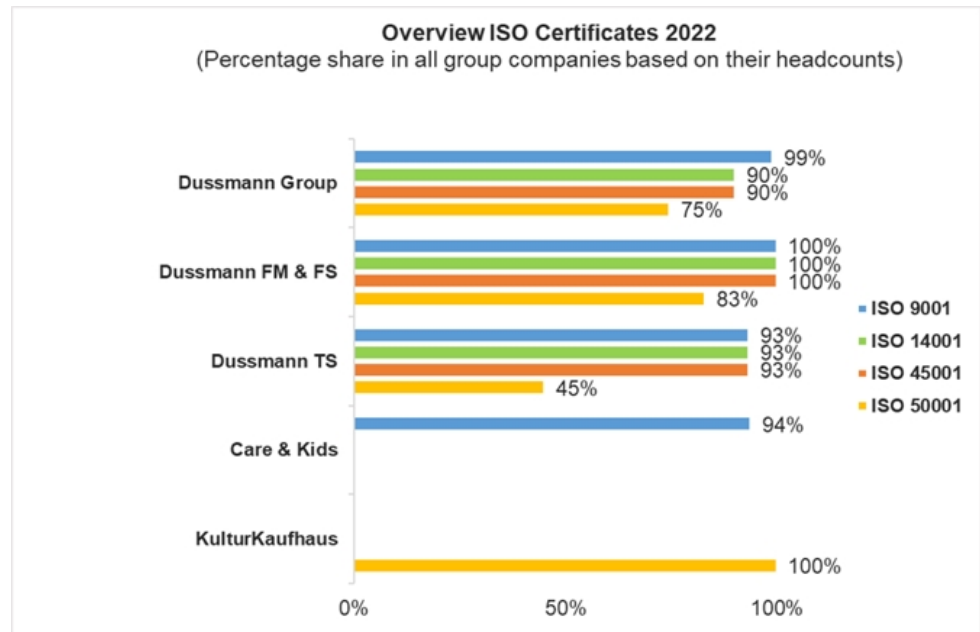
The fundamental guidelines for document and process management have been restructured and coordinated to align with each other. Goals include company-wide validity and the establishment of document management and process documentation as a set of rules and as easily accessible sources of information. Adding to the process documentation on an ongoing basis and visualizing workflows can help to further optimize understanding of contexts, interfaces, and tasks.

7. Control

The company states how and what performance indicators related to sustainability are used in its regular internal planning and control processes. It discloses how suitable processes ensure reliability, comparability and consistency of the data used for internal management and external communication.

Sustainability aspects are monitored continuously in the places where we perform our services. Internal and external audits are conducted within the framework of our ISO certifications to determine the effectiveness of this monitoring. Furthermore, this is done quantitatively and qualitatively for all performance indicators mentioned in criteria 3 as part of the annual ESG reporting for each business unit.

This overview shows the ISO certifications for the entire Dussmann Group:



The processes and their associated documents are basically designed in such a way that risks can be identified and suitable measures derived.

The resulting goal parameters are continuously tracked in the form of KPIs for evaluating and controlling the key processes as part of the Group ESG strategy. In the 2022 reporting year, the definitions of the existing sustainability indicators were supplemented with additional languages of our local subsidiaries to promote a uniform understanding. Our central software solution (Quentic), which is used to capture data of all sustainability indicators across all business units and individual companies, serves as a fundamental reporting instrument (see criteria 3). This allows us to consolidate, collect, analyze, and evaluate all relevant data for sustainability reporting purposes efficiently and interactively.

We focus particularly on the quality of all ESG data collected during a reporting year and strive to achieve continuous improvement in our sustainability performance as part of our Group ESG strategy. At the same time, this is one way we are preparing for the upcoming obligation to audit sustainability data in accordance with the CSRD.

In the 2022 reporting year, we once again had our sustainability performance evaluated for the entire Dussmann Group by Ecovadis, one of the world's largest providers of sustainability ratings for companies, according to strengths and potential for improvement. This supports the individual local assessments that are already in place and serves to strengthen visibility and trust in the case of existing and potential clients. In line with the presentation in the current report, we summarize material sustainability aspects at Group level that we

consider in our service provision.



The Dussmann Group earned the highest possible rating, platinum, for our sustainability activities during this reporting year, a significant improvement over the previous year. We are very proud of this, and it encourages us to maintain and continue to improve on our sustainability performance as part of our ESG strategy – and, along with it, our stringent quality standards – now and in the years to come.

Key Performance Indicators to criteria 5 to 7

Key Performance Indicator GRI SRS-102-16: Values

The reporting organization shall report the following information:

a. A description of the organization's values, principles, standards, and norms of behavior.

As part of the Dussmann Group strategy, we pledge to uphold the values of integrity, environmental awareness, passion, social responsibility, and fairness. From this, we have developed five cornerstones that are the claim and framework of our actions. These include:

- Focusing on our clients and suppliers as a partner of choice
- Compliance and integrity, which we view as competitive advantages
- High quality in all processes, combined with continuous improvement in structures and workflows
- Development of new service offerings and client solutions in a work environment that fosters innovation in order to create the conditions for being an attractive and performance-enhancing employer for our employees, and
- Financial resilience through sustainable profitability across all business units

Based on our corporate values, the Dussmann Group code of conduct defines binding principles for responsible dealings with employees, clients, suppliers, partners, and competitors. The code of conduct documents the following:

- The commitment to ethically correct behavior

- Compliance with all applicable laws as a matter of course
- Fair competition
- Prevention of active and passive corruption
- Mutual respect and appreciation, and
- Social responsibility for the society (see criteria 1–3)

The code of conduct has been translated into all languages relevant to the Dussmann Group. A Group social responsibility guideline ensures the implementation of the code of conduct in all Dussmann Group companies (see criteria 17). This means that all employees and business partners are familiar with and understand the Dussmann Group code of conduct and that it becomes part of the main contracts with business partners.

8. Incentive Systems

The company discloses how target agreements and remuneration schemes for executives and employees are also geared towards the achievement of sustainability goals and how they are aligned with long-term value creation. It discloses the extent to which the achievement of these goals forms part of the evaluation of the top managerial level (board/managing directors) conducted by the monitoring body (supervisory board/advisory board).

There is a Group-wide pay strategy that includes variable remuneration systems for the managers of the respective companies in order to create optimum incentives to reach our shared goals.

Individual agreements on goals afford opportunities to link employees' pay to long-term value creation at the company, individual sub-areas, or specific sustainability indicators. Annual agreements on goals with managers include both direct economic or financial targets and qualitative goals. This includes the Executive Board of the Dussmann Group. These objectives are not necessarily sustainability goals in the strictest sense, but the intention behind the qualitative goals is to promote sustainable management and anchor it more effectively.

Goals are set using a catalog that includes the following categories: quality and hygiene audits, reducing average fuel consumption, occupational health and safety goals, implementation of measures to improve employee satisfaction, and innovation goals (such as providing suggestions for improvement and evidence that they are being pursued). Our HR organization advises managers on the transition to concrete, comprehensible goal agreements and continuously develops the Group-wide incentive system. Achievement of the goals is monitored first and foremost by the supervisory body in its dealings

with the Executive Board. Goal achievement is primarily monitored by the supervisory body in relation to the Executive Board and is also reviewed within the organization by the disciplinary managers. The level of goal achievements is determined based on the parameters set out in the agreements on goals, and the amount of variable remuneration is then determined based on that level.

Key Performance Indicators to criteria 8

Key Performance Indicator GRI SRS-102-35: Remuneration policies

The reporting organization shall report the following information:

a. Remuneration policies for the highest governance body and senior executives for the following types of remuneration:

i. Fixed pay and variable pay, including performance-based pay, equity-based pay, bonuses, and deferred or vested shares;

ii. Sign-on bonuses or recruitment incentive payments;

iii. Termination payments;

iv. Clawbacks;

v. Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees.

b. How performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental, and social topics.

For confidentiality reasons, no disclosures are made concerning the key performance indicator *GRI SRS-102-35*.

Key Performance Indicator GRI SRS-102-38: Annual total compensation ratio

The reporting organization shall report the following information:

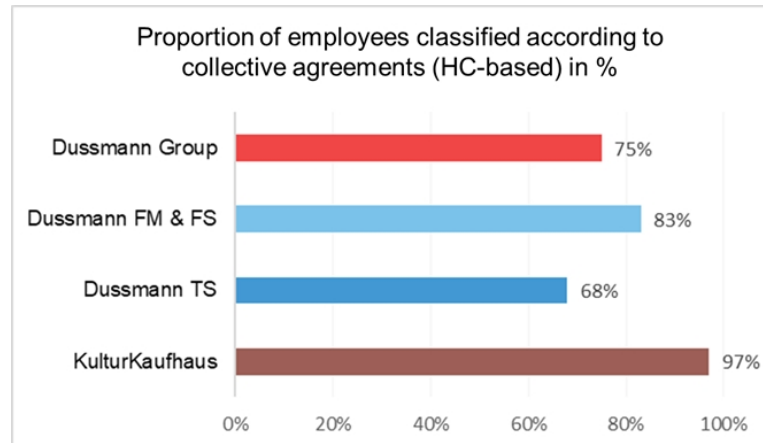
a. Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.

The Dussmann Group considers fair and performance-related remuneration of its employees important and self-evident. The sustainability aspect of fair pay was rated as relevant by both the company and its stakeholders as part of the materiality analysis (see criteria 2). This is expressed in fair pay and individual agreements on goals.

The Group HR department has formulated a fundamental compensation strategy, which has already been widely implemented and is being further developed in stages. Specifically, it includes the optimization of compensation structures with the aim of ensuring internal fairness and external competitiveness.

Information about applicable minimum pay and collective agreements was collected systematically as part of this reporting campaign. However, doing this is a very complex matter due to the heterogeneous nature of the business unit. All business units ensure that minimum wage rules are observed, in some cases with support from digital payroll systems. We will not disclose any information on the performance indicator GRI SRS-102-38 for reasons of competition and confidentiality. In our opinion, the effort involved in collecting data for this indicator at the Dussmann Group is not proportionate to its limited informative value.

The data collected for 2022 is used to determine, first, the proportion of employees classified according to collective pay agreements* in relation to the total number of relevant employees** (HC: head counts).



Note:

* Classification of these employees involves assigning the employee and his or her job to a specific pay grade. Each of these employees is assigned to a pay grade within the collective agreement scale based on their job activity.

** Number of employees as of December 31, the reference date for each reporting year.

9. Stakeholder Engagement

The company discloses how the socially and economically relevant stakeholders are identified and integrated into the sustainability process. It states whether and how an ongoing dialogue takes place with them and how the results are integrated into the sustainability process.

The identification of key stakeholders and their requirements is carried out continuously as part of our certified management systems. The recording and documentation take place at company level. As a result, our key stakeholders are employees, potential employees and applicants, clients, management, suppliers, subcontractors, employers, employee representatives, and associations. Other stakeholders include cities and municipalities, parties, supervisory authorities, scientific and research institutions, banks, non-governmental organizations (NGOs), and the media. The Dussmann Group engages in regular and close dialogue with all these groups as part of its day-to-day business. Trade fairs, meetings, conferences, and other industry formats also provide opportunities to discuss topics and expectations and craft solutions.

As part of the process of analyzing material topics, sustainability aspects are assessed both from the perspective of the Dussmann Group and from the perspective of internal and external stakeholders. In addition to how sustainability aspects affect our business operations and the impacts of our business operations on the environment and society, we pay particular attention to those topics that have a significant influence on the decisions and expectations of our stakeholders.

The results of this process are incorporated into the assessment of relevant sustainability aspects and into the identification and prioritization of goals and measures (see criteria 2–3).

In addition to daily business contacts and lessons learned from cooperative relationships and dialogue formats, sustainability aspects were also evaluated and consolidated from the stakeholder perspective as part of the materiality analysis. However, consolidation at the Group level is rendered more difficult by the heterogeneous nature of the companies, industries, markets, and subjects involved. This means that the topics mentioned here and in criteria 2 can only be approximate.

With a view to internal stakeholders, late 2020 marked the first time that a global employee survey was conducted. Analyzing and interpreting the results and implementing relevant measures on that basis came as a significant milestone in the social segment in the 2021 reporting year. The

implementation of measures derived from the employee survey was taken as a central non-financial goal for upper management in each of the local subsidiaries. Another Group-wide employee survey is planned for 2024 to determine progress and, if necessary, further measures.

Key Performance Indicators to criteria 9

Key Performance Indicator GRI SRS-102-44: Key topics and concerns

The reporting organization shall report the following information:

- a.** Key topics and concerns that have been raised through stakeholder engagement, including:
 - i.** how the organization has responded to those key topics and concerns, including through its reporting;
 - ii.** the stakeholder groups that raised each of the key topics and concerns.

The requirements of interested parties (internal and external stakeholders) are systematically recorded and analyzed according to defined relevance criteria as part of implementing the integrated management systems. In ongoing discussions with the individual stakeholder groups, specific topics and concerns are queried, concretized and updated. This allows us to consider potential material topics from the stakeholder perspective and take them into account. Conditions in the local surroundings and business fields are important factors here. This results in the Group perspective presented below, which did not vary significantly in the reporting year compared to the previous year.

For the employees of the Dussmann Group, occupational health and safety, good working conditions, development perspectives in training and further education, and fair pay are central concerns. These aspects are also top priorities for applicants and potential employees. In addition, this stakeholder group would like to be informed about important information concerning the company and its strategic alignment.

Examples of this in 2022 included communication relating to the updated sustainability goals and the 2021 DNK report on the results for that fiscal year. There was also a great need for information among employees on the war between Russia and Ukraine, the digitalization strategy and the topics of data protection and IT security (home office). Other key topics in employee communications were the Dussmann Group's new women's promotion program and the first sustainability/ESG themed month. The Group Communications department identified key indicators relating to communication activities for the first time with this in mind. During this themed month, 20 articles explicitly dealing with the topic of sustainability/ESG were published for employees, and

seven of them were additionally distributed externally via social media channels. For the coming year, the department plans to develop a standardized procedure for the year-wide collection of ESG key figures on communication activities.

It is crucial to our clients that we provide the services they have ordered reliably and with high service and product quality, and thus in a way that preserves value. A satisfaction survey of our clients is the basis for determining the quality level of our services. Therefore, this survey is a basic element and part of the regular communication with our clients and leads to optimizations of our processes in case of conspicuities. Where misalignment is identified, we take action to optimize our processes. Best practices and lessons learned are key factors here.

In the sustainability context, various ESG topics are material to our clients in relation to our service provision. Aspects such as climate-relevant emissions, occupational health and safety, and digitalization are especially important in this regard. In this context, they expect proactive service and product innovations as part of our partnership-based collaboration.

Suppliers rate fair business processes in the supply chain, anti-corruption and compliance especially high. Wherever potential for reducing our carbon emissions or other aspects is identified in the process chain from supplier to our service processes, we jointly search for and develop alternatives or innovations that will allow us to introduce an improved service process. Initial intensive discussions on this point were held in this reporting year.

Employee representatives formulate expectations for their employers with particular attention to the aspects of fair pay and employee engagement.

We actively inform the media of various genres on a regular basis about relevant, current topics and respond to inquiries - for example, on the topics such as changing eating habits (opening of Ursprung, Europe's first Planet!based restaurant), school dining (high-quality, nutritious food for children), or energy savings in building technology. These stakeholders' requirements have grown more stringent amid the coronavirus pandemic. In 2022, there continued to be inquiries from various media about coronavirus cases in the care facilities of Kursana. These inquiries typically centered on current case numbers and measures taken to protect against infection. Our aim here is to answer all inquiries transparently.

Non-governmental organizations (NGOs) also submit their requests to us. We maintain active dialogue with animal welfare organization Albert Schweitzer Stiftung regarding joining the Masthuhn-Initiative Europe-wide. This initiative aims to improve the conditions under which poultry is farmed for meat production by 2026. We were able to pledge our support for Dussmann in

Germany and Austria right away. The possibilities and limitations of expanding that support to other companies and the development of the Dussmann Group ESG strategy lay at the heart of this active dialogue during this reporting year.

For associations, diversity and the fight against discrimination, training and education, and fair competition are key sustainability-related aspects with regard to the activities of the Dussmann Group. The development of service and product innovations are of increasing importance for this stakeholder group.

10. Innovation and Product Management

The company discloses how innovations in products and services are enhanced through suitable processes which improve sustainability with respect to the company's utilisation of resources and with regard to users. Likewise, a further statement is made with regard to if and how the current and future impact of the key products and services in the value chain and in the product life cycle are assessed.

In our role as a global service company, the quality of our services and the client satisfaction generated as a result are especially crucial to our success. As a result, further developing and improving existing offerings and developing sustainable services and products in the food services area are highly important.

Sustainable innovations are generally aimed to make processes for our clients more resource-conserving, more efficient and therefore more cost-effective, for example in the areas of building technology and cleaning, food services, and security services. The companies of the Dussmann Group also strive to serve upstream and downstream links in the value chain with innovations and to incorporate them into the product range.

We focus heavily on in-house development by the relevant subsidiaries and service segments, which know specific client needs and market requirements best. Our product development and product innovation activities in the food services segment have many different facets. In developing our product range and menus, we focus not only on using local products wherever possible, but also on the products' carbon footprint. Through specially developed catering apps for end customers, such as the Delightful app and the Italian app Cosa Mangio Oggi, give our diners access to digital information on our catering range, along with nutrition facts, information on the volume of waste generated in our kitchens, and other sustainability-related information.

In 2022, we successfully introduced our newly developed Planet!Based strategy at the Ursprung restaurant in the Dussmann Building, Europe's first Planet!Based restaurant. This is a sustainability concept that we plan to roll out to the communal catering sector in stages (recipes based on the planetary health diet and smart proteins). Alongside further innovative approaches, our colleagues from the Food Service Innovation Lab were also able to implement a smart cloud canteen solution in an initial pilot project in Germany. In this food service business model, we offer individual cafeteria and food service for clients that do not have a central or on-site kitchen. We piloted our further developed, digital camera-based payment system for contactless payment in two countries. We firmly believe this solution optimizes processes and saves time, opening the door for our clients and their diners to enjoy efficient food service around 400 to 500 meals a day.

In the cleaning segment, we have been particularly focusing on autonomous cleaning, with the aim of offering resource-saving, consistent quality and cost-optimized cleaning service. We are continuously developing these further by reviewing whether they can be used in a wide range of different spaces and on various materials, such as in large logistics facilities or places with especially critical hygiene requirements, like hospitals.

Another area of focus is research and testing involving alternative cleaning agents (such as bacteria-based cleaning agents or cleaning with ozonated water) to reduce the use of conventional cleaning chemicals.

With a view to activities in Germany, there are central organizations that are actively looking for new solutions to improve sustainability performance, for example as part of the [United against Waste](#) initiative (see criteria 3) and the cleaning agent carbon footprint navigator. This is aligned with SDG 13, "Climate action," which includes mechanisms and capacities to address climate change and its impacts.

We have already reported on the environmental and social impacts of the business activities of the Dussmann Group companies (see criteria 1–4). One of the guiding principles of our efforts toward innovation is reducing direct and indirect negative impacts or to promote positive influences on the environment and society. This is achieved through efficiency gains, resource-saving processes, and conscious use of raw materials and consumption within our own business activities and through the indirect influence we exert as we advise our clients.

Employees are kept informed of and involved in new developments with the help of communication cascades and through regular internal communications via our myDussmann employee portal, the intranet, and roadshows. Within the framework of our Group strategy, technology and innovation are strategic pillars for the further development and evolution of the Dussmann Group. To forge ahead with this development, we intend to continue to foster overarching dialogue on innovation-related projects now and in the next few years. The

Innovation Board established at the Group level in 2021 strengthens and promotes the innovative drive of the Dussmann Group across the different companies. In 2022, regular Innovation Board meetings took place in which new technologies and services were presented and actively discussed by the subsidiaries. Key topics included customer satisfaction management and voice-activated applications in hotels, airports, and senior homes. The initial projects initiated by the Innovation Board were successfully concluded this year.

Examples include the following:

- Building Monitoring Toolbox (Level I): This feasibility study concerned tracking, monitoring, and analyzing key energy data for a building with a minimum of additional hardware installation. It was concluded in the 2022 reporting year. The follow-up project (Level II), planned for 2023, will deal with product development and commercialization.
- "Cleaning on demand" (sensor-based) concerned proprietary development of a data transmission and analysis concept in conjunction with an app, including sensors with photovoltaic modules, which means they do not need to be connected to a power supply or alternatives such as batteries (cloud solution, embedded into the Dussmann IT infrastructure). In this project, the companies of the Dussmann Group shared existing knowledge, including prior experiences with testing and operation.

Each year, the Dussmann Group invests part of its overall budget in innovation projects from various categories, for example:

- development, improvement, or introduction of new technologies (such as surveillance drones, cleaning robots, and building monitoring systems), and
- introduction of new services or innovative new sales channels, client management, client communication, customer co-creation (such as development of a state-of-the-art e-commerce platform), initiatives for analysis and improved understanding of important digital trends in our business units (such as data analytics, data platforms, sensor tests to build a suitable data infrastructure for applications).

Focusing on investments in innovation projects with a connection to sustainability allows us to support and cultivate new technologies and move them through to the use phase. This power to innovate is a key factor in transitioning from carbon dependency to sustainable alternatives, which requires in-depth knowledge of the carbon footprint of service provision.

The innovation projects carried out at the individual local subsidiaries in 2022 include the following:

- Dussmann Port: modernization of network infrastructure
- Digitalization projects: implementation of various software systems to put paperless processes into action

- Use of robotic process automation (RPA) to check and validate COVID certificates
- Procurement of environmentally-friendly cleaning equipment (including cleaning robots)

The proportion of investments in innovation projects spend locally by each subsidiary on environmentally-friendly equipment is listed below:

Environmental investment rate (local) (%)		
Reporting year	2022	2021
Dussmann FM & FS	55.0	9.5
Dussmann TS	18.5	36.9
KulturKaufhaus	20.5	100

Key Performance Indicators to criteria 10

Key Performance Indicator G4-FS11

(report also in accordance with GRI SRS): Percentage of assets subject to positive and negative environmental or social screening.
(Note: the indicator should also be reported when reporting to GRI SRS)

Investments within the meaning of this performance indicator take place on an extremely small scale (less than 0.5% of total assets). There is currently no selection test for these according to environmental or social factors.

Criteria 11–20: Sustainability Aspects

Criteria 11–13 concerning ENVIRONMENTAL MATTERS

11. Usage of Natural Resources

The company discloses the extent to which natural resources are used for the company's business activities. Possible options here are materials, the input and output of water, soil, waste, energy, land and biodiversity as well as emissions for the life cycles of products and services.

The Dussmann Group and its subsidiaries are primarily active in the service sector. The share of in-house production processes is very low. Compared to the manufacturing sector, our consumption of resources and the associated environmental impact should be viewed as relatively minor. We protect the environment and prevent negative impacts as much possible by continuously minimizing our consumption of energy, materials, and resources and by reducing waste volumes and using environmentally-friendly products. However, we achieve all this only through close cooperation with our clients based on a shared, holistic understanding of sustainability.

The consumption of resources occurs primarily in the form of fuel (gasoline, diesel) for our vehicle fleet and operation of our own or rented buildings (energy, water, waste). We also consume resources when providing services at our clients' sites (see criteria 1–4 and 10). Water, chemicals, and plastics are material resources used in the facility management context. Within food services, packaging materials and waste (mainly food waste) are highly important. Cleaning chemicals, oils, lubricants, and other materials used during service and maintenance of technical facilities and lighting also constitute critical resources.

Detailed information regarding the scope of natural resources used is listed under the performance indicators for criteria 11 and 12. We were able to further extend the recording of environmental performance indicators during this reporting year with the expansion of our software solution for data collection and evaluation. At the same time, we expanded the catalog of indicators. Recording key parameters allowed us to visualize our development transparently and make a significant contribution to identifying quantitative goals on that basis (see criteria 3). The catalog of indicators and their

definitions used for this purpose are reviewed regularly and supplemented or updated as needed.

12. Resource Management

The company discloses what qualitative and quantitative goals it has set itself with regard to its resource efficiency, in particular its use of renewables, the increase in raw material productivity and the reduction in the usage of ecosystem services, which measures and strategies it is pursuing to this end, how these are or will be achieved, and where it sees there to be risks.

Sensitive handling of raw materials is of particular importance to the Dussmann Group. High quality in the service provision means sensitivity and care toward both the properties themselves (maintaining value in building management and food services, for example) and people (integrity in providing personal and child care). From this perspective, the use of the resources required for this purpose is also subject to particular evaluation.

As part of our ESG strategy, we have formulated long-term Group-wide goal perspectives. The 2022 reporting year marked the first time that we were able to set quantitative goals in the environmental sector at the Group level. Our report on the degree to which we reached these goals appears under criteria 3. In this way, we form a solid basis for our sustainability management at the local and global levels, ensuring implementation within the Group. A particular focus is on determining our carbon footprint for Scopes 1 and 2 according to the GHG Protocol and using this information to identify a realistic path toward reduction. The development and use of environmentally-friendly materials and work equipment are intended to support this. To this end, we have set a goal at the Group level for the proportion of environmentally friendly chemicals:

Goal: increase proportion of environmentally-friendly materials				
KPI: Ratio "EU Ecolabel" Chemicals (%)				
	Goal 2022	Value 2022	Variance	Goal 2023
Dussmann Group	25	32	28%	35
Dussmann FM & FS	24	31	29%	34
Dussmann TS	N/A	54	/	55
Care & Kids	N/A	N/A	/	N/A
KulturKaufhaus	N/A	N/A	/	N/A

We also actively drive resource- and energy-efficient innovations with the aim of continuously improving our environmental and energy performance and making a positive contribution to environmental performance of our clients. By using a software solution, we can efficiently record and evaluate quantitative environmental performance indicators. These indicators provide insight into our ESG performance, measure the status of achievement of goals, and help to

identify potential for improvement and, in particular, savings.

Energy efficiency is reviewed and supported by implementing energy-saving measures. The quantification of these savings effects and how our measures specifically impact our environmental performance can be measured through the internally defined performance indicators.

We have been active in the field of electric charging infrastructure for our clients since 2020 through Chargemaker and Dussmann Mobility Services. Our aim here is to develop and advance sustainable mobility concepts. Internally, sustainable mobility also plays an important role: As part of the company vehicle guideline pollutant emissions are taken into account and regulated; the use of emission-friendly vehicles is linked to employee benefits. The aim is to make our vehicle fleet more climate-friendly, thereby significantly reducing fossil fuel consumption and CO2 emissions.

Significant environment-related risks of business activities are already reported in criteria 2 related to materiality.

Key Performance Indicators to criteria 11 to 12

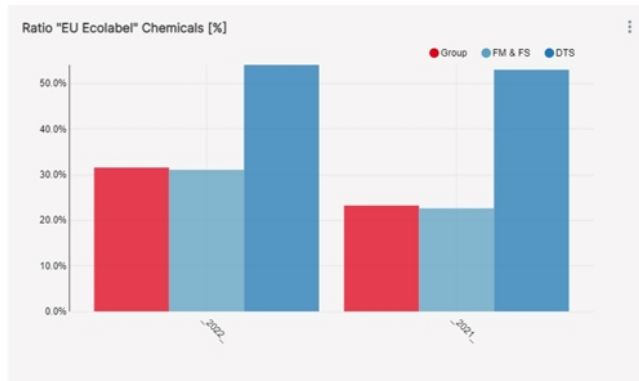
Key Performance Indicator GRI SRS-301-1: Materials used

The reporting organization shall report the following information:

- a. Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by:
 - i. non-renewable materials used;
 - ii. renewable materials used.

Within the scope of our business activities as a service company, the use of materials for the manufacture and packaging of products is only relevant to a small extent. In all our procurement processes, we pay attention to the use of resource-efficient packaging materials. We maintain a consolidated overview for the chemical segment of the quantities of raw materials consumed and the materials used.

Use of chemicals



The basic formula is:

Ratio "EU Ecolabel" Chemicals (%): Number "EU Ecolabel" classified chemicals (volume)/ total purchased chemicals (volume) * 100

Reporting year	Chemicals (in thousand liter)		of which environmentally-friendly chemicals* (in thousand liter)		Proportion environmentally-friendly chemical (in %)	
	2022	2021	2022	2021	2022	2021
Dussmann Group	3,779	4,296	1,192	998	31.6	23.2
Dussmann FM & FS	3,697	4,210	1,148	952	31.0	22.6
Dussmann TS	82	87	44	46	54.1	53.0

Notes:

* Environmentally-friendly chemicals that are used to carry out our core processes and are labeled and certified with the EU Ecolabel (or comparable). This confirms that these items comply with the environmental criteria used for the EU Ecolabel, which is given out for products and services that meet stringent environmental standards over the course of their entire life cycle. For more information, please visit <https://ec.europa.eu/environment/ecolabel/eu-ecolabel-for-businesses.html>.

By introducing binding environmental goals, we have taken another step toward systematic collection of this information. We have collected and reported the total weight of the materials used for packaging purposes for all of our services since 2021, with separate categories for renewable and reusable materials. This new form of data collection will be further optimized in the coming years, particularly with a view to definitions and applicability in the individual business units.

Reporting year	Dussmann Group	
	2022	2021
Total amount of materials used for packaging purposes - all services (t)	1,987.60	591.3
Renewable materials used for packaging purposes -all services (t)	98	13
Reusable materials used for packaging purposes -all services (t)	10.2	10.3
Proportion of renewable/reusable materials used for packaging purposes (%)	7.1	3.9

We aim to increase the percentage of use of sustainable materials (see criteria 3).

Key Performance Indicator GRI SRS-302-1: Energy consumption
The reporting organization shall report the following information:

a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.

b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.

c. In joules, watt-hours or multiples, the total:

- i.** electricity consumption
- ii.** heating consumption
- iii.** cooling consumption
- iv.** steam consumption

d. In joules, watt-hours or multiples, the total:

- i.** electricity sold
- ii.** heating sold
- iii.** cooling sold
- iv.** steam sold

e. Total energy consumption within the organization, in joules or multiples.

f. Standards, methodologies, assumptions, and/or calculation tools used.

g. Source of the conversion factors used.

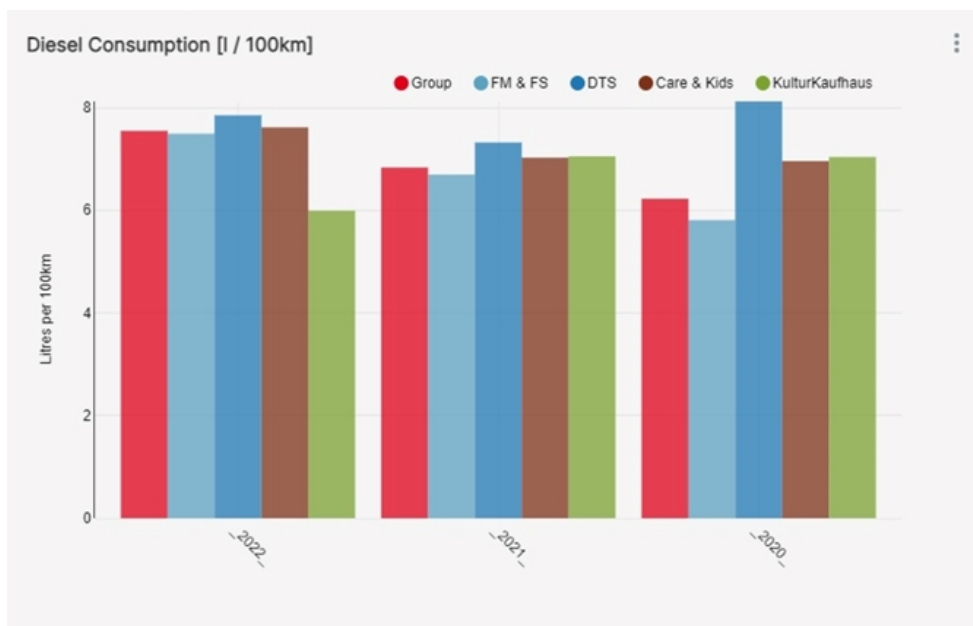
In the reporting year 2022, consolidated data was collected for the entire Dussmann Group. We further improved the data structure by expanding the software system used (Quentic) and standardized data collection methods to ensure comparability, consistency, and data quality.

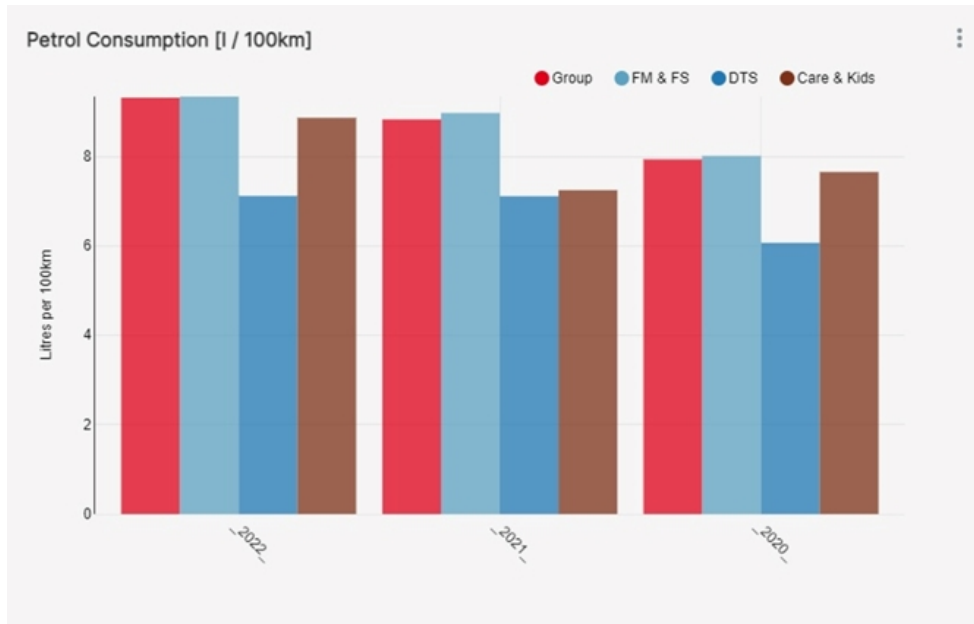
a. Fuel consumption

For the fuels generated within the vehicle fleet in the reporting year 2022, the consumption amounted to:

	Dussmann Group			Dussmann FM & FS			Dussmann TS			Care & Kids			KulturKaufhaus		
Reporting year	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020
Diesel (in thousand l)	6,209	5,487	5,199	4,988	4,422	4,148	1,031	871	863	157	166	164	5	4	3
Diesel consumption per 100km (l/100km)	7.55	6.84	6.23	7.5	6.7	5.81	7.86	7.33	8.13	7.62	7.03	6.96	6	7.06	7.04
Diesel (in MWh)	61,842	54,653	52,150	49,677	44,040	41,602	10,268	8,677	8,653	1,564	1,656	1,643	48	41	30
Petrol (in thousand l)	1,020	816	702	1,000	776	676	7	22	16	11	16	12	0	0	0
Petrol consumption per 100km (l/100km)	9.32	8.84	7.94	9.35	8.98	8.02	7.12	7.12	6.07	8.87	7.25	7.66	0	0	0
Petrol (in MWh)	9,200	7,358	6,476	9,023	7,004	6,235	65	200	135	102	145	107	0	0	0
other non- renewable fuel sources (in MWh)	601	625	N/A	601	625	N/A	0	0	0	0	0	N/A	0	0	0
Total vehicle fleet (in MWh)	71,644	62,636	58,627	59,302	51,669	47,837	10,333	8,877	8,788	1,665	1,800	1,750	48	41	30

The following consumption figures in liters per 100 km were obtained for diesel and gasoline:





c.i. Electricity consumption

This table shows the overall electricity consumption of the Dussmann Group, broken down by types of energy (renewable or conventional) and organizational units:

Reporting year	Electricity consumption conventional (MWh)		Electricity consumption renewable (100%) (MWh)				Total electricity consumption (MWh)	
	2022	2021	2022	Proportion 2022	2021	Proportion 2021	2022	2021
Dussmann Group	37.618	37.747*	9.735	21%	7.202	16%	47.353	44.949*
Dussmann FM & FS	10.574	9.970*	7.349	41%	4.955	33%	17.923	14.926*
Dussmann TS	563	563	29,3	5%	0,2	0%	592	563
Care & Kids	26.449	27.214	0	0%	0	0%	26.449	27.214
KulturKaufhaus	0	0	1.191	100%	1.066	100%	1.191	1.066

Notes:

* Correction of previous year's value

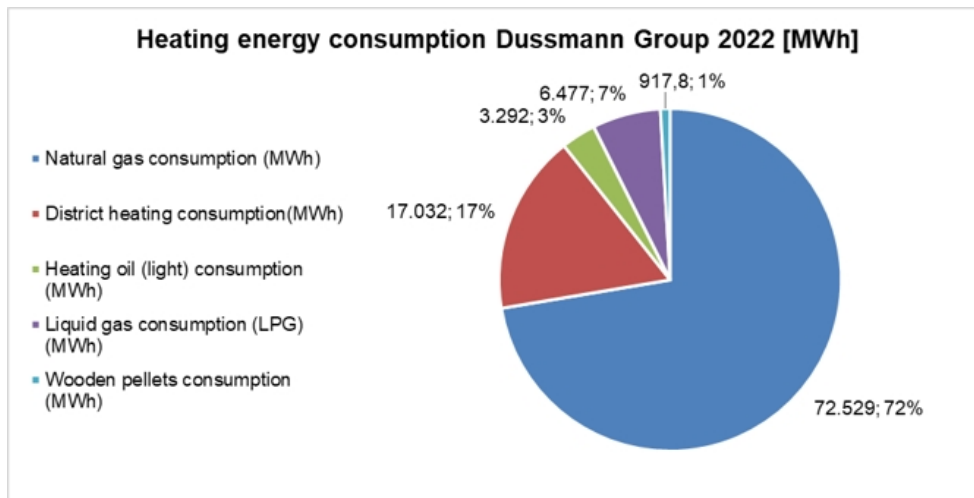
c.ii. Heating energy consumption

Total heating energy consumption (district heating, natural gas, light heating oil, liquefied natural gas, pellets) at the Dussmann Group is as follows, listed by organizational unit:

	Total energy consumption (MWh)	
Reporting year	2022	2021
Dussmann Group	100,249	103,851
Dussmann FM & FS	32,699	24,933
Dussmann TS	810	1,192
Care & Kids	65,156	76,259
KulturKaufhaus	723	706

Total heating energy consumption breaks down as follows:

	Natural gas consumption (MWh)		District heating consumption (MWh)		Wood pellets consumption (MWh)		Heating oil (leicht) consumption (MWh)		Liquid gas consumption (LPG) (MWh)	
Reporting year	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
Dussmann Group	72,529	79,451	17,032	16,901	918	1,234	3,292	3,025	6,477	3,241
Dussmann FM & FS	21,838	20,296	1,373	1,373	0	0	1,094	194	6,214	3,070
Dussmann TS	691	659	7	104	0	0	104	428	0	0
Care & Kids	50,000	58,495	11,889	13,957	911	1,234	2,093	2,403	263	170
KulturKaufhaus	0	0	723	706	0	0	0	0	0	0



d.i. Electricity sold

The electricity sold to third parties in the 2022 reporting year amounts to 238,971 kWh.

e. Total energy consumption

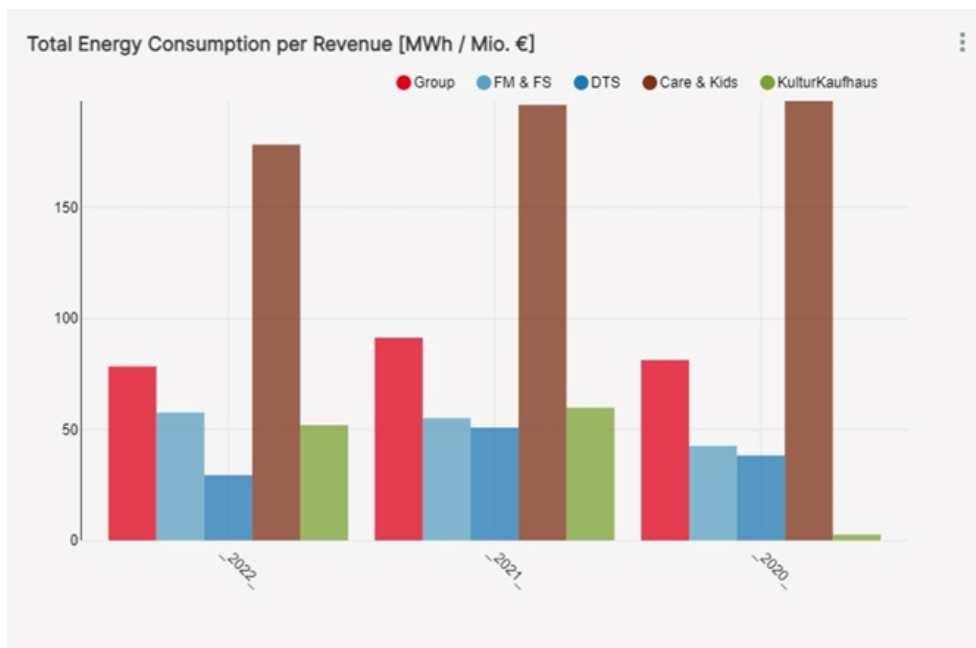
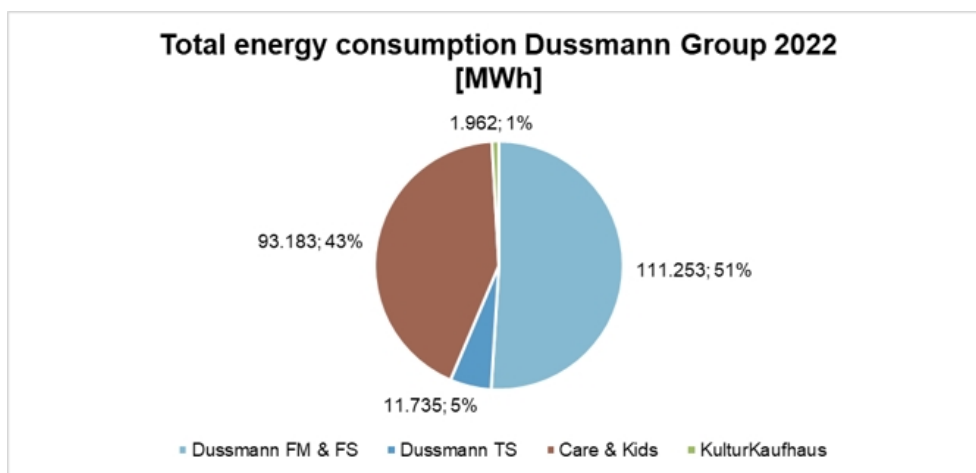
The total energy consumption (fuels + electricity consumption + heating energy) was recorded during this reporting period:

Reporting year	Total Energy Consumption (MWh)		Total Energy Consumption per revenue (MWh / Mio. EUR)	
	2022	2021	2022	2021
Dussmann Group	220,429	211,337**	78.43	91.81**
Dussmann FM & FS	111,194	91,528**	57.73	55.19**
Dussmann TS	11,735	10,632	29.46	53.35**
Care & Kids	93,183	105,173	178.48	196.36
KulturKaufhaus	1,962	1,812	51.99	59.88

Notes:

* Total energy consumption excludes the electricity sold to third parties (238,970 kWh).

** Correction of previous year's value

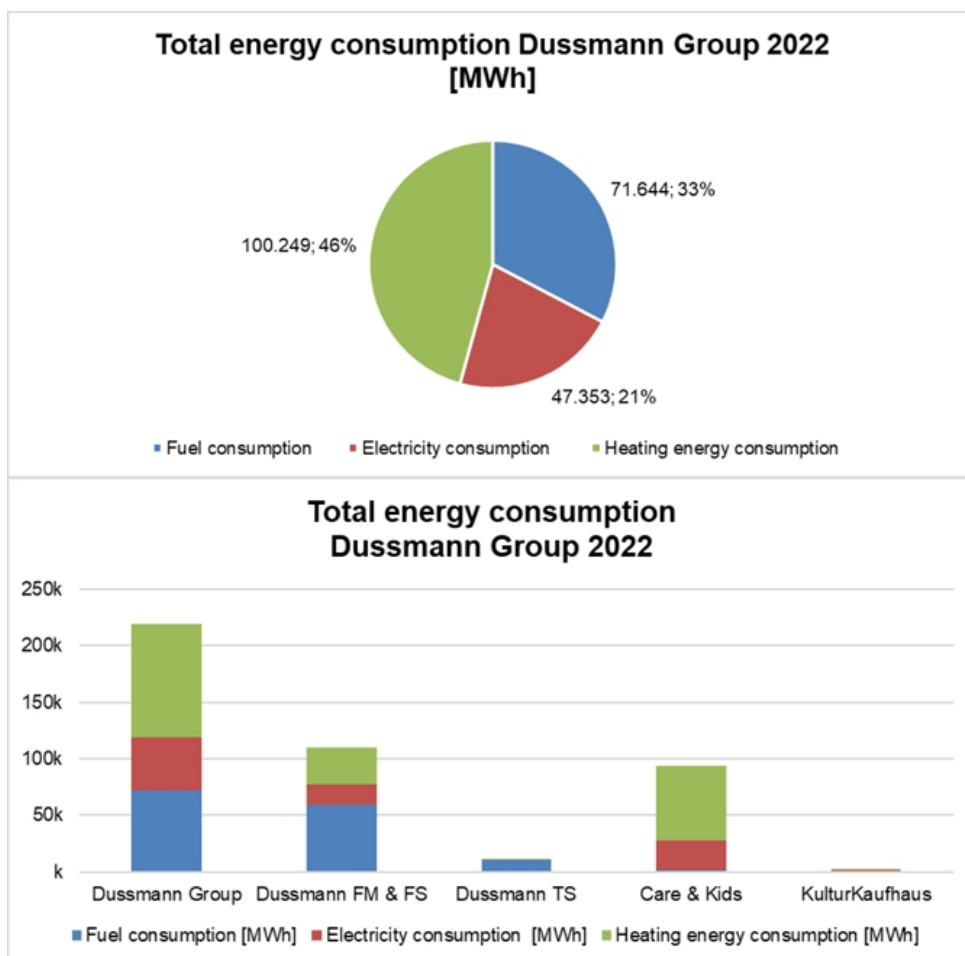


The total energy consumption for the Dussmann Group and its organizational units is broken down as follows. These figures include our own operational activities (such as vehicle fleet, operating sites, electricity consumption):

Reporting year	Fuel consumption (MWh)		Electricity consumption (MWh)		Heating energy consumption (MWh)	
	2022	2021	2022	2021	2022	2021
Dussmann Group	71,644	62,636	47,353	44,949	100,249	103,851
Dussmann FM & FS	59,302	51,669	17,923	14,926	32,699	24,933
Dussmann TS	10,333	8,877	592	563	810	1,192
Care & Kids	1,666	1,800	26,449	27,214	65,156	76,259
KulturKaufhaus	48	41	1,191	1,066	723	706

Notes:

* Correction of previous year's value



Key Performance Indicator GRI SRS-302-4: Reduction of energy consumption

The reporting organization shall report the following information:

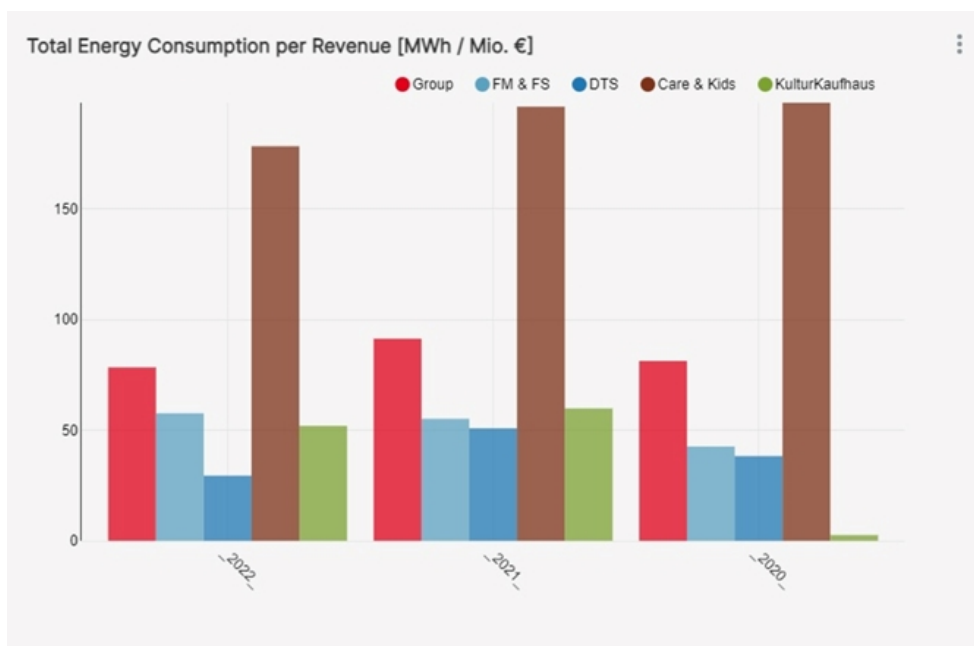
- a. Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.
- b. Types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all.
- c. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.
- d. Standards, methodologies, assumptions, and/or calculation tools used.

Total energy consumption

Reporting year	Total Energy Consumption (MWh)		Total Energy Consumption per revenue (MWh / Mio. EUR)	
	2022	2021	2022	2021
Dussmann Group	220,429	211,337**	78.43	91.81**
Dussmann FM & FS	111,194	91,528**	57.73	55.19**
Dussmann TS	11,735	10,632	29.46	53.35**
Care & Kids	93,183	105,173	178.48	196.36
KulturKaufhaus	1,962	1,812	51.99	59.88

Notes:

** Correction of previous year's value



Although total energy consumption (in absolute terms) has increased for the Dussmann Group, total energy consumption in relation to revenue has been reduced within the Dussmann Group in recent years. Since our service provision is directly dependent on environmental factors such as the vehicle fleet, this value points to the effectiveness of the measures we have taken to increase efficiency locally.

Some local Dussmann FM & FS subsidiaries (Germany, Italy, Lithuania, UAE, Austria, Hungary) are certified according to the energy management standard ISO 50001. Dussmann performs an advisory role in working with our clients to launch energy-saving services, products, and processes on the market.

The recording of energy saving and efficiency initiatives and their impact on energy consumption, continues to be the aim of our data collection. Now that we have recorded the full Scope 1 and 2 carbon footprint according to the GHG Protocol, we are focusing on continuous reduction. The 2021 reporting year is used as the base year, as it was the first year for which there was valid data transparency (see criteria 13).

A number of initiatives were carried out in the 2022 reporting year to reduce energy consumption and increase energy efficiency:

- Replacing lamps with LED lights
- Raising employee awareness of the need to use energy efficiently through trainings and communication measures
- Enabling hybrid work and the use of digital work methods for purposes including reducing travel and commute activities
- Use of motion sensors and automatic light deactivation where levels of natural light are adequate
- Procurement of energy-efficient cleaning equipment and machines with lower energy consumption
- Expansion of the electric vehicle fleet
- Implementing regional energy efficiency projects in the area of cross-section technologies

Key Performance Indicator GRI SRS-303-3: Water withdrawal
The reporting organization shall report the following information:

- a.** Total water withdrawal from all areas in megaliters, and a breakdown of this total by the following sources, if applicable:
- i.** Surface water;
 - ii.** Groundwater;
 - iii.** Seawater;
 - iv.** Produced water;
 - v.** Third-party water.
- b.** Total water withdrawal from all areas with water stress in megaliters, and a breakdown of this total by the following sources, if applicable:
- i.** Surface water;
 - ii.** Groundwater;
 - iii.** Seawater;
 - iv.** Produced water;
 - v.** Third-party water, and a breakdown of this total by the withdrawal sources listed in i-iv.
- c.** A breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megaliters by the following categories:
- i.** Freshwater ($\leq 1,000$ mg/L Total Dissolved Solids);
 - ii.** Other water ($> 1,000$ mg/L Total Dissolved Solids).
- d.** Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.

All companies of the Dussmann Group source water within their own buildings (administrative buildings) from the local suppliers.

With regard to water consumption for services provided to our clients (e.g. facility management), consumption monitoring is generally not possible or is not part of the agreed service. The volumes of water needed to perform these services come directly from the client's supply.

Total water consumption for the entire Dussmann Group breaks down by business unit as follows:

	Total water consumption (in Mega liter)	
Reporting year	2022	2021
Dussmann Group	559.7	306.5
Dussmann FM & FS	216.6	92.8
Dussmann TS	1	0.5
Care & Kids	334	207.8
KulturKaufhaus	4	1.7

Note: The significant increase from the previous year is the result of higher data availability and expanded collection of data for the 2022 reporting year.

Water saving initiatives allowed the Dussmann FM & FS division to conserve 877,500 liters of water in the 2022 reporting year. As part of ESG reporting, water saving initiatives and the associated volume of water saved are identified. In some organizational units at Dussmann Food Services, for example, the dishwashers that had previously been used were equipped with new technology to reduce consumption of water, energy, detergent, and rinse aids. These dishwashers are equipped with multi-phase technology, and a new rinse zone with diminishing pH value was created to make it possible to use water three times. This change in the rinse phase has brought a reduction in water consumption, forming the basis of the described saving effect.

Reuse of water in the building cleaning segment is implemented through measures including Aqua Miser and i-mop cleaning systems. This effect is only achieved in conjunction with proper service and maintenance and monitoring of water consumption and by raising awareness among employees through training activities.

In the coming years, we will continue to focus on quantifying savings through new products and innovations in order to create the necessary transparency around consumption.

Key Performance Indicator GRI SRS-306-3: Waste generated

The reporting organization shall report the following information:

a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste.

b. Contextual information necessary to understand the data and how the data has been compiled.

Waste and recycling management is currently the subject of various initiatives and approaches with the aim of better recording of consumption data, reducing waste, and promoting reuse. The waste indicators recorded as part of the reporting process vary widely. For this reason, we plan to focus in the coming years on creating a shared understanding to enable us to collect comparable data. Collecting information on waste volumes is a prerequisite for

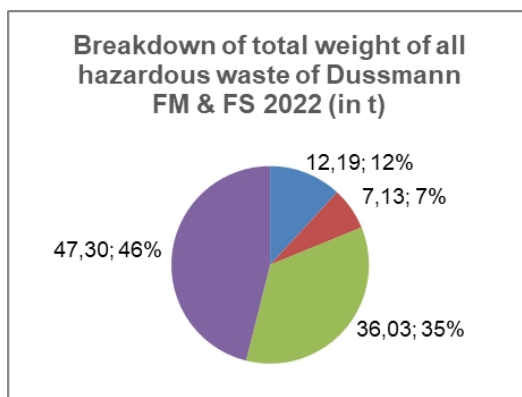
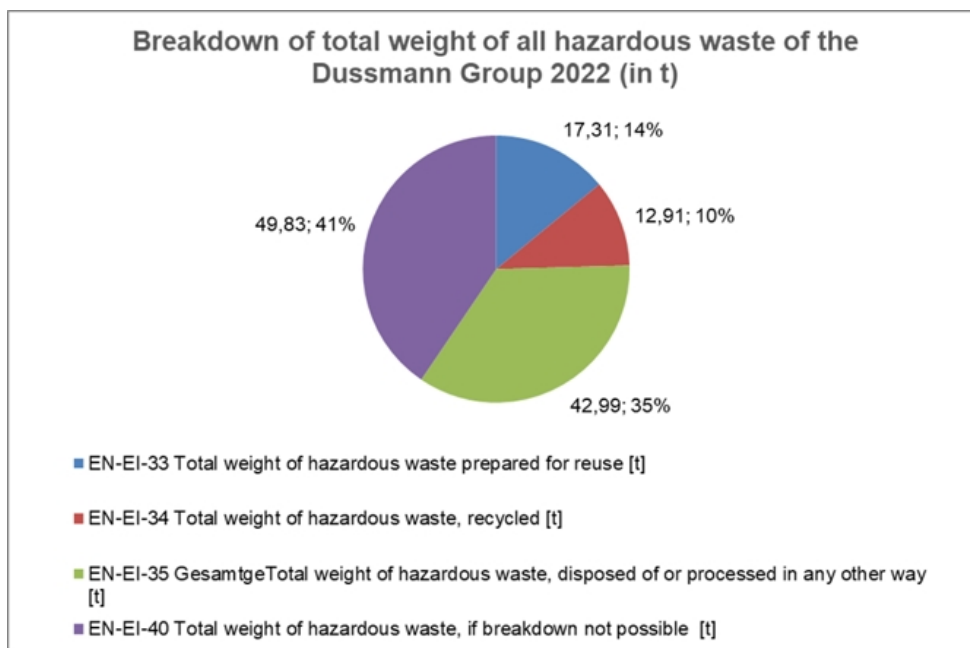
developing and defining quantitative waste management goals and identifying ways to prevent or reduce waste.

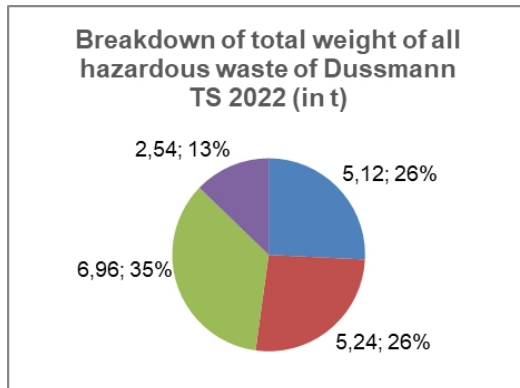
The total weight of hazardous and non-hazardous waste in the Dussmann Group and its organizational units is as follows:

Reporting year	Total weight hazardous waste (t)		Total weight non-hazardous waste (t)	
	2022	2021	2022	2021
Dussmann Group	123.03	103.82	6.360,57*	851,14*
Dussmann FM & FS	102.64	82.61	5.958,82*	648,12*
Dussmann TS	19.85	21.21	284.16	120.82
KulturKaufhaus	0	0	81.69	46.68

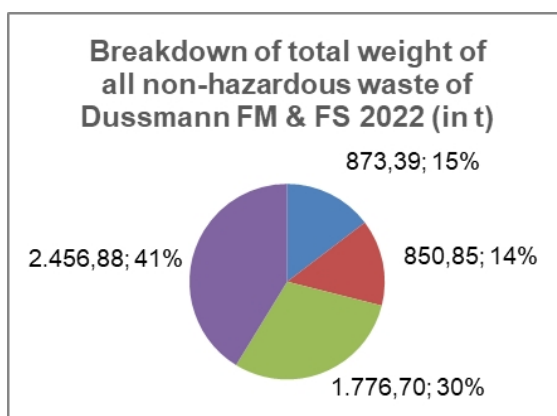
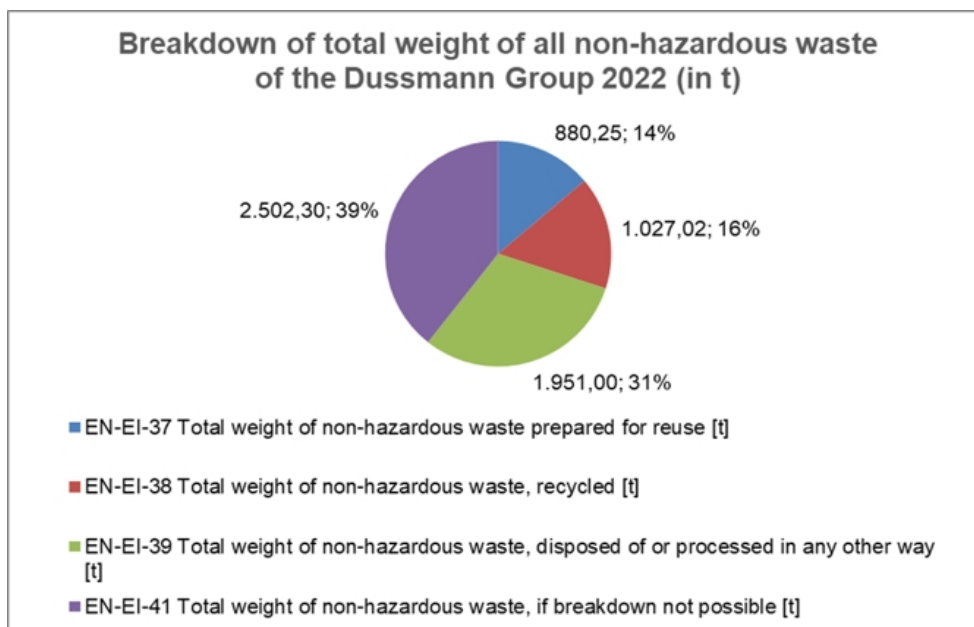
* The significant increase from the previous year is the result of higher data availability and expanded collection of data for the 2022 reporting year.

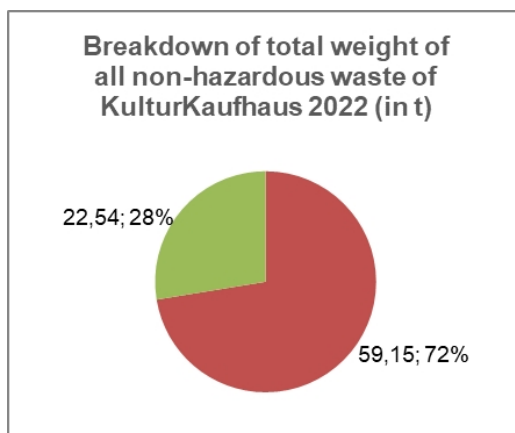
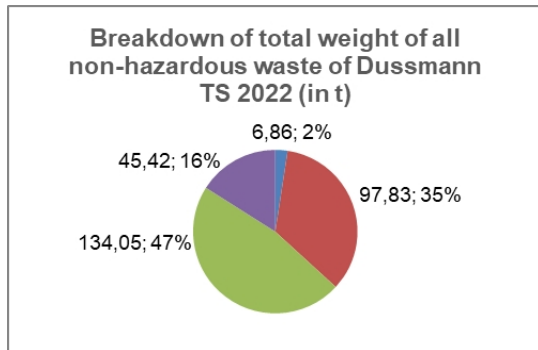
The total weight of all hazardous waste is broken down as follows:





The total weight of all non-hazardous waste is broken down as follows:





The recorded initiatives implemented in the individual organizational units of the Dussmann Group during this reporting period include raising employee awareness of waste sorting, increasing the proportion of renewable packaging, digital process automation, the "Grüner Punkt" (Green Dot) disposal concept, and sensor-assisted cleaning.

Dussmann Technical Solutions participated in the volunteer World Cleanup Day campaign again this year. At various locations in Ireland, Switzerland, and Bahrain, volunteers from the STS Group collected over 230 kilograms of waste and were thus able to make a contribution to tackling the global waste crisis. For further information about this campaign, can be found here: <https://www.worldcleanupday.org/>.

At Dussmann Service, the digitalization of paper processes was driven forward by the use of the various software systems.

Various administrative processes that had previously required paper printouts, for example to obtain signatures, are being replaced in stages by legally compliant electronic signatures. This digital process, which avoids printouts, already saved 772 kg of wood and 18,980 liters of water and eliminated 1,812 kg of CO₂ emissions and 125 kg of paper waste in Germany alone in 2022. Further administrative processes were digitalized in the 2022 reporting year. Examples include personal employee communications from HR. These will then no longer be sent to employees by post or internal mail, but in digital form.

In the Food Services segment, handling of food waste is an important element of environmental sustainability. We record waste volumes in as much detail as possible and are constantly striving to find ways to reduce waste.

In Italy, a project to identify meal non-compliance in school catering started in the 2022 reporting year: The goal is to accurately diagnose the factors that cause meals to be unclaimed. The purpose of the project is to develop a more balanced menu that is appreciated by the children and generates less food waste. The project was developed in the framework of three tenders for school catering.

The European Commission has presented a package of measures for the circular economy that proposes goals for waste recycling and landfill and includes measures used to guide our actions. Particular attention is paid to avoidable waste, meaning waste that can still be used with no limitations at the time when it is disposed of; concretely, this includes waste from the warehouse and production facilities, excess production, and food left on returned plates. The efforts made in the catering business to avoid and reduce waste are always subject to the customers' willingness to cooperate and provide financing.

In Germany, for example, we have entered into a cooperation with the reusable packaging provider VYTAL. VYTAL offers Germany's first digital, deposit-free reusable system with meal packaging for takeaway and delivery meals without a deposit. These reusable trays can be filled up to 1,000 times and already have a positive environmental impact after the tenth use compared to disposable packaging.

Packaging waste is generated in the areas of cleaning management and building technology. We intend to reduce these waste volumes by consistently using alternative packaging materials and optimizing container sizes.

13. Climate-Relevant Emissions

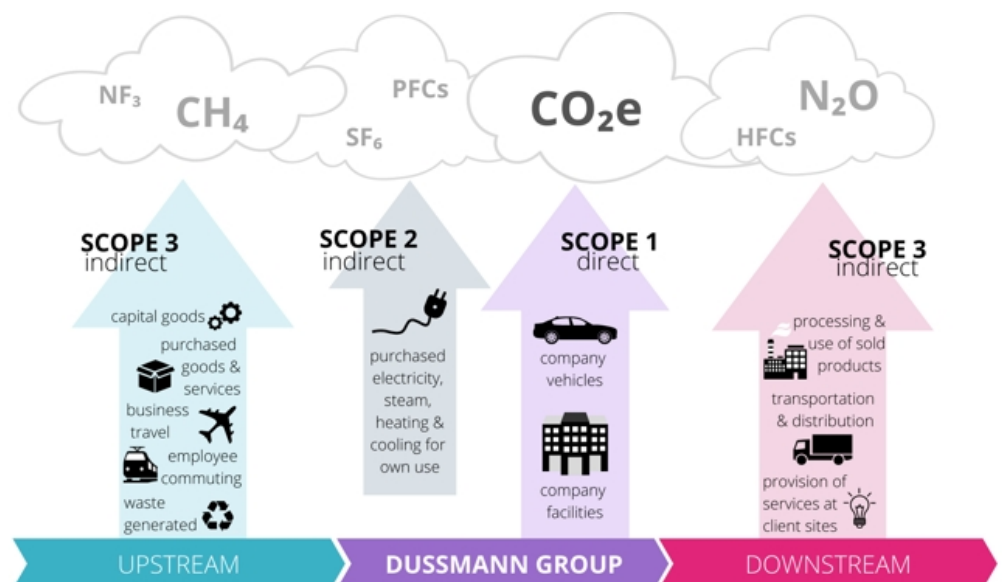
The company discloses the GHG emissions in accordance with the Greenhouse Gas (GHG) Protocol or standards based on it and states the goals it has set itself to reduce emissions, as well as its results thus far.

Climate change is the biggest challenge facing our planet today, with far-reaching impacts at the socioeconomic and environmental levels. We are making our contribution by consistently implementing the ESG strategy and helping to mitigate the negative effects of global warming.

We make this positive contribution by taking targeted measures to protect the climate and minimize our greenhouse gas (GHG) emissions and those influenced by us within the scope of our service provision. We view emission reduction and energy efficiency above all as opportunities for innovation.

The extension to the entire value chain is only possible with the recording of Scope 3 emissions, which is our clear focus in the following reporting years.

Based on currently available data, electricity and fuels are the main sources of emissions for the Dussmann Group. The graphic below provides an overview of our emissions across the various scopes:



In the reporting year 2022, we again continued our internal focus on the topic of carbon management for facility services. The goal is to develop a transparent method of assessing the carbon footprint in integrated facility management, thereby identifying saving potential. Dussmann is also active in a research project titled "KlinKe – Klimaneutrale Sekundärprozesse im Krankenhaus," which is aimed at achieving climate neutrality in secondary processes in hospital settings. The project has been receiving funding from the German Federal Ministry of Education and Research (BMBG) since September 2021. It is being implemented with partners from the fields of healthcare and facility management practice. The aim here is to identify drivers of CO₂ emissions in hospital processes that support the core process of promoting health.

Further quantitative measures and initiatives aimed at reducing emissions and increasing the use of renewable energy are listed in the performance indicators for criteria 13.

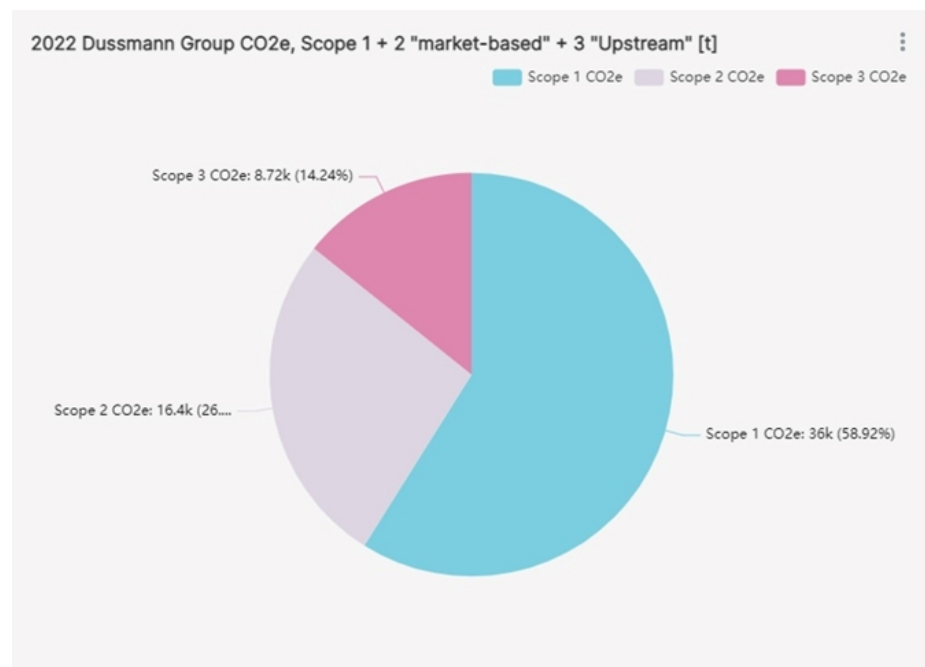
Since 2021, we have been calculating and documenting our CO₂ emissions in

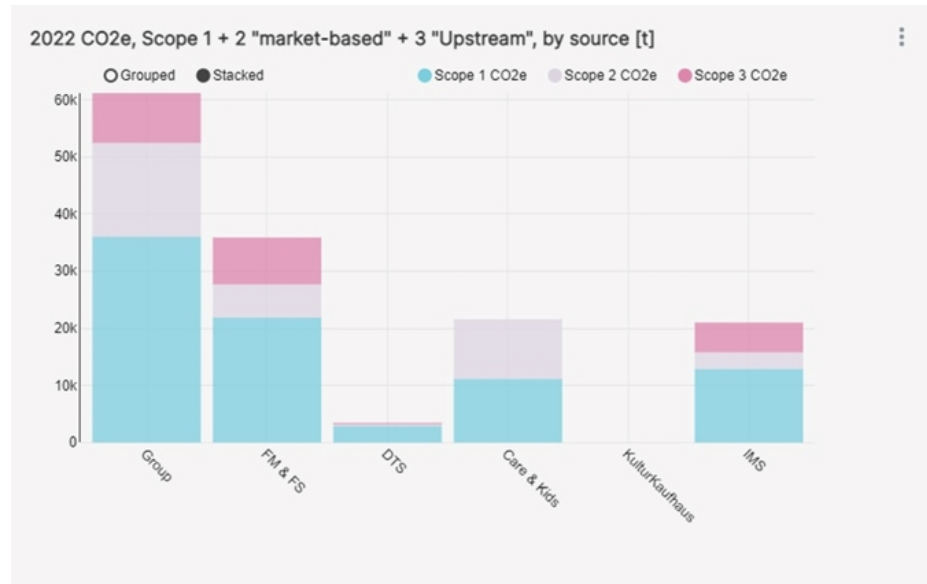
accordance with the Corporate Accounting and Reporting Standard of the GHG Protocol Initiative for Scopes 1 to 3. For the reporting year 2022, it was possible for the first time to set quantitative goals based on the data from the 2021 reporting year. Building on this progress, we have established long-term CO₂ reduction goals at the Group level for the business units of the Dussmann Group.

Goal: Identify & reduce carbon footprint (Scope 1 & 2)					
KPI: CO ₂ e (Scope 1 + 2: market-based) per revenue(t/Mio.€)					
	Value 2021	Value 2022	Variance	Goal 2025	Goal 2030
Dussmann Group	21.3	18.8	-12%	16	12
Dussmann FM & FS	14.1	14.3	1%	11	8
Dussmann TS	13.7	8	-42%	7.5	7
Care & Kids	41.8	41.1	-2%	30	27
KulturKaufhaus	1.3	0.5	-62%	0.2	0

We document all recorded direct CO₂ emissions from the company's own emission sources (Scope 1), the indirect emissions from the generation of purchased electricity and district heating (Scope 2), and selected emissions resulting from Scope 3 (waste, water consumption, packaging, business travel). This means we also take into account emissions arising upstream of our own activities.

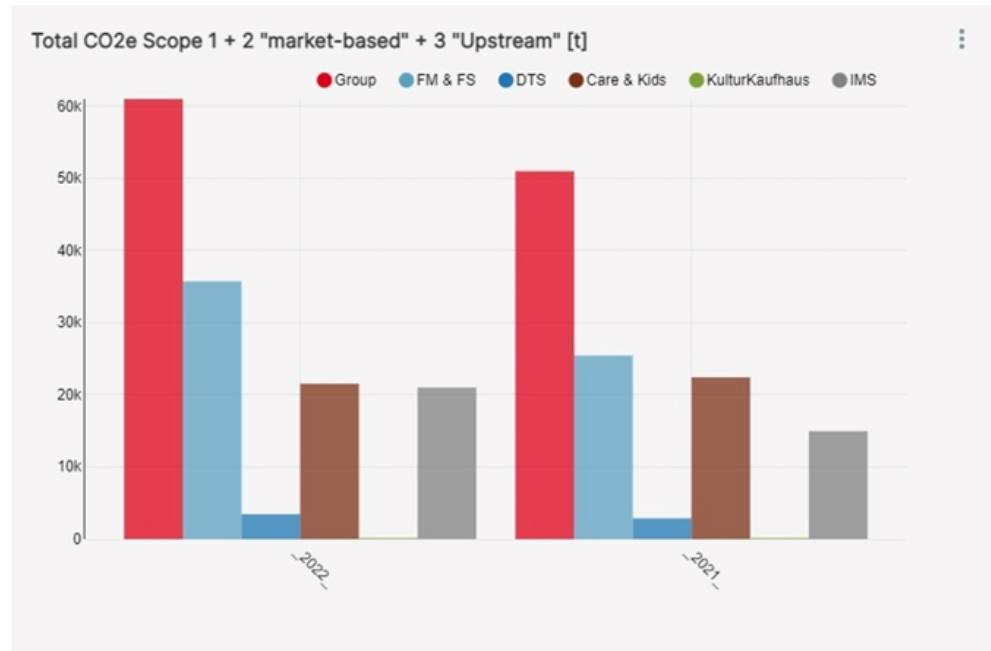
Total CO₂e, Scope 1 + 2 (market-based) + 3



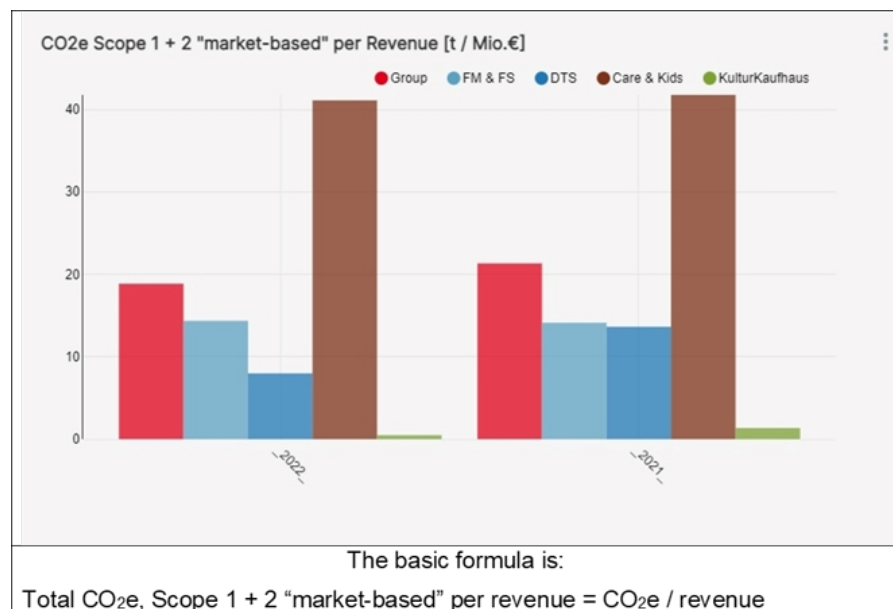


	Dussmann Group		Dussmann FM & FS		Dussmann TS		Care & Kids		Kultur-Kaufhaus	
Reporting year	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
CO ₂ e Scope 1 (in t)	36,047	34,223	21,895	18,578	2,915	2,607	11,145	12,961	13	11
CO ₂ e Scope 2 (market-based) (in t)	16,421	14,600	5,790	4,860	261	245	10,338	9,432	5	30
Total CO ₂ e Scope 1 + 2 (market-based) (in t)	52,467	48,823	27,684	23,438	3,176	2,853	21,483	22,393	18	41
Total CO ₂ e Scope 1 + 2 (market-based) / revenue (in t/Mio. €)	18.87	21.34	14.36	14.13	7.99	13.65	41.15	41.81	0.47	1.34
CO ₂ e Scope 3* (Upstream) (in t)	8,715	2,188	8,230	2,031	283	26	50	31	13	11
Total CO ₂ e Scope 1 + 2 + 3 (in t)	61,183	51,011	35,914	25,469	3,459	2,879	21,533	22,424	31	52

* Scope 3: incomplete data capture (part of upstream)



In line with our Group-wide ESG goal to identify and reduce carbon footprint in Scope 1 and 2 (see criteria 3), our Scope 1 and 2 (market-based) carbon footprint has been set in relation to our revenue:



Key Performance Indicators to criteria 13

Key Performance Indicator GRI SRS-305-1: Direct (Scope 1) GHG emissions

The reporting organization shall report the following information:

a. Gross direct (Scope 1) GHG emissions in metric tons of CO₂ equivalent.

b. Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃ or all.

c. Biogenic CO₂ emissions in metric tons of CO₂ equivalent.

d. Base year for the calculation, if applicable, including:

i. the rationale for choosing it;

ii. emissions in the base year;

iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.

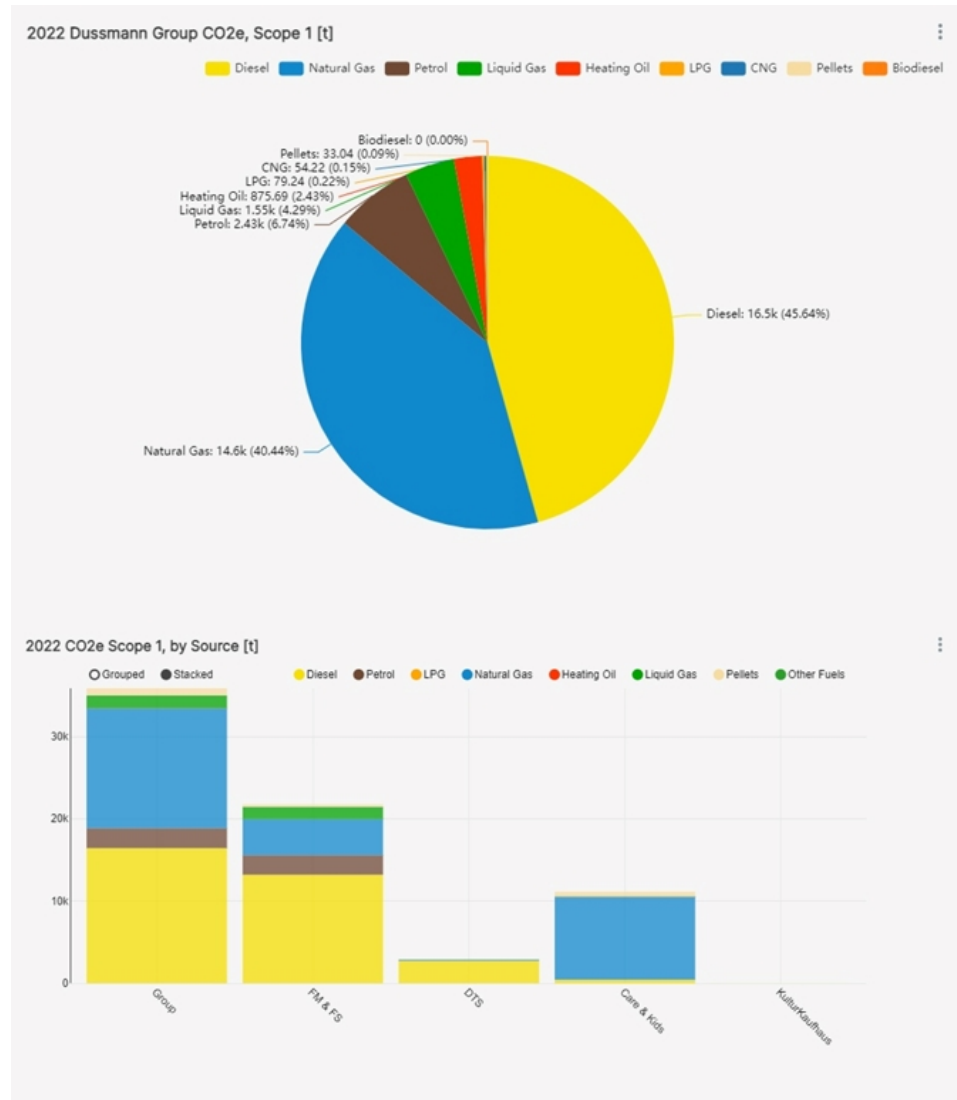
e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.

f. Consolidation approach for emissions; whether equity share, financial control, or operational control.

g. Standards, methodologies, assumptions, and/or calculation tools used.

a. Direct GHG emissions (Scope 1) in metric tons of CO₂ equivalent

CO₂e, Scope 1



	Dussmann Group		Dussmann FM & FS		Dussmann TS		Care & Kids		Kultur-Kaufhaus	
Reporting year	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
CO ₂ e Diesel (in t)	16,450	14,538	13,214	11,715	2,731	2,308	416	440	13	11
CO ₂ e Petrol (in t)	2,429	1,943	2,382	1,849	17	53	27	38	0	0
CO ₂ e LPG Vehicle gas (in t)	79	149	79	149	0	0	0	0	0	0
CO ₂ e Natural gas (in t)	14,578	15,970	4,389	4,080	139	133	10,050	11,758	0	0
CO ₂ e Heating oil light (in t)	876	805	291	51	28	114	557	639	0	0
CO ₂ e Liquid gas (in t)	1,548	775	1,485	734	0	0	63	41	0	0
CO ₂ e Wooden pellets (in t)	33	44	0	0	0	0	33	44	0	0
Total CO₂e Scope 1 (in t)	36,047	34,223	21,895	18,578	2,915	2,607	11,145	12,961	13	11

We calculate our direct emissions from combustion of fuel (diesel, gasoline,

CNG, biodiesel, LPG in the vehicle fleet), light heating oil, natural gas, liquefied natural gas, and pellets with CO₂ emission factors according to the information sheet on CO₂ factors published by the German Federal Office for Economic Affairs and Export Control (BAFA).

Since 2021, we have broken down heat consumption according to the different energy sources to ensure that district heating would be captured separately as part of Scope 2.

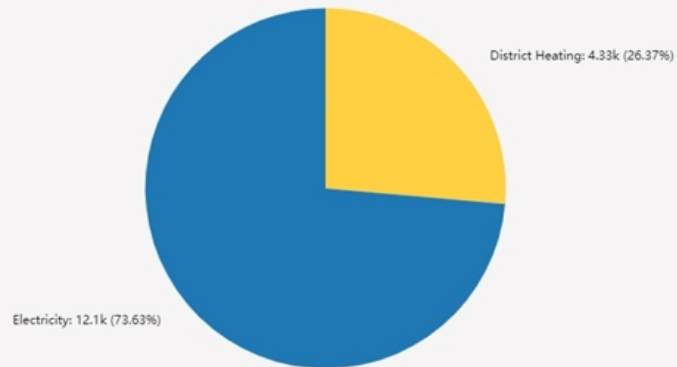
Key Performance Indicator GRI SRS-305-2: Energy indirect
(Scope 2) GHG emissions

The reporting organization shall report the following information:

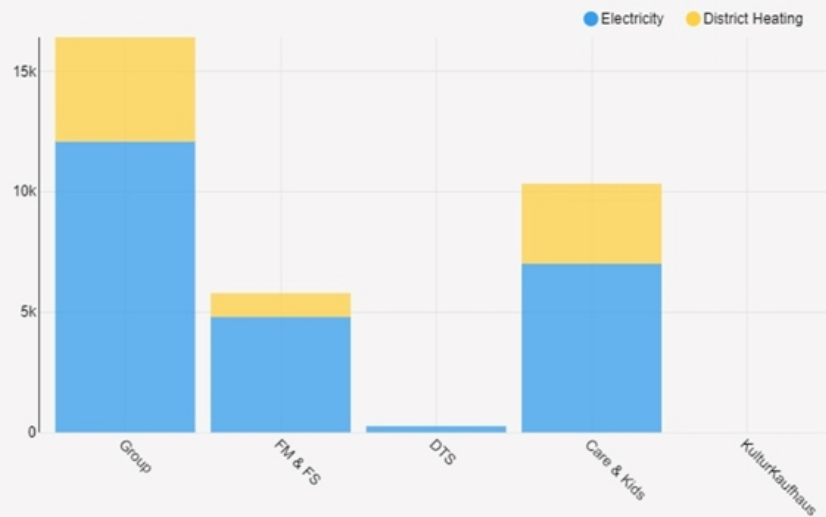
- a.** Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent.
- b.** If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent.
- c.** If available, the gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.
- d.** Base year for the calculation, if applicable, including:
 - i.** the rationale for choosing it;
 - ii.** emissions in the base year;
 - iii.** the context for any significant changes in emissions that triggered recalculations of base year emissions.
- e.** Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.
- f.** Consolidation approach for emissions; whether equity share, financial control, or operational control.
- g.** Standards, methodologies, assumptions, and/or calculation tools used.

Energy indirect (Scope 2) GHG emissions in tons of CO₂ equivalent

2022 Dussmann Group CO₂e, Scope 2 "market-based" [t]



2022 CO₂e Scope 2 "market-based", by Source [t]



CO₂e, Scope 2 (market-based)

	Dussmann Group		Dussmann FM & FS		Dussmann TS		Care & Kids		Kultur-Kaufhaus	
Reporting year	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
CO ₂ e Electricity (market-based) (in t)	12,090	10,220*	4,802	4,481*	259	214	7,009	5,524	0	0
CO ₂ e District heating (market-based) (in t)	4,330	4,359	988	360	2	29	3,329	3,908	5	30
CO ₂ e Electro-PKWs (market-based) (in t)	60	21	55	19	4	2	0	0	0	0
Total CO ₂ e Scope 2 (market-based) (in t)	16,480	14,600*	5,845	4,860*	265	245	10,338	9,432	5	30

*Correction of previous year's value

CO₂e, Scope 2 (location-based)

	Dussmann Group		Dussmann FM & FS		Dussmann TS		Care & Kids		Kultur-Kaufhaus	
Reporting year	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
CO ₂ e Electricity (location-based) (in t)	16.233	14.565*	5.119	4.398*	223	190	9.988	9.216	450	361
CO ₂ e District heating (location-based) (in t)	4.762	4.708	988	360	2	29	3.329	3.908	202	198
CO ₂ e Electro-PKWs (location-based) (in t)	60	21	55	19	4	2	0	0	0	0
Total CO ₂ e Scope 2 (location-based) (in t)	21.056	19.294*	6.162	4.777*	230	221	13.317	13.124	652	558

We calculate the indirect emissions generated by district heating and externally generated electricity in different categories according to the time and region. Since 2021, CO₂ accounting has been carried out using the separate accounting approaches "market-based" and "location-based". This is based on the Greenhouse Gas Protocol Initiative's guidelines for determining Scope 2 emissions published in 2015. For the "market-based" approach, we determine CO₂ emission factors for local electricity/district heating rates or electricity/district heat supply companies at our worldwide locations. Where there are green electricity contracts with proof of origin or guarantees of origin (GoOs), a corresponding CO₂-neutral factor is applied. If supplier-specific CO₂ emission factors are not available, we use the current average "residual mix" emission factor published for the respective country according to the Association of Issuing Bodies (AIB) for European countries.

For countries outside Europe, a national electricity emission factor is used. At present, country-specific emission factors are not available for district heating in all cases. A standard emission factor according to the BAFA information sheet on CO₂ factors is used for calculation purposes in countries that lack country-specific emission factors.

For comparison purposes, CO₂ emissions are also disclosed according to the "location-based" method, which is limited to country-specific emission factors. For Europe, this means the "production mix" factors according to the AIB. Outside Europe, it means a national emission factor.

Key Performance Indicator GRI SRS-305-3: Other indirect (Scope 3) GHG emissions

The reporting organization shall report the following information:

a. Gross other indirect (Scope 3) GHG emissions in metric tons of CO₂ equivalent.

b. If available, the gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.

c. Biogenic CO₂ emissions in metric tons of CO₂ equivalent.

d. Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.

e. Base year for the calculation, if applicable, including:

i. the rationale for choosing it;

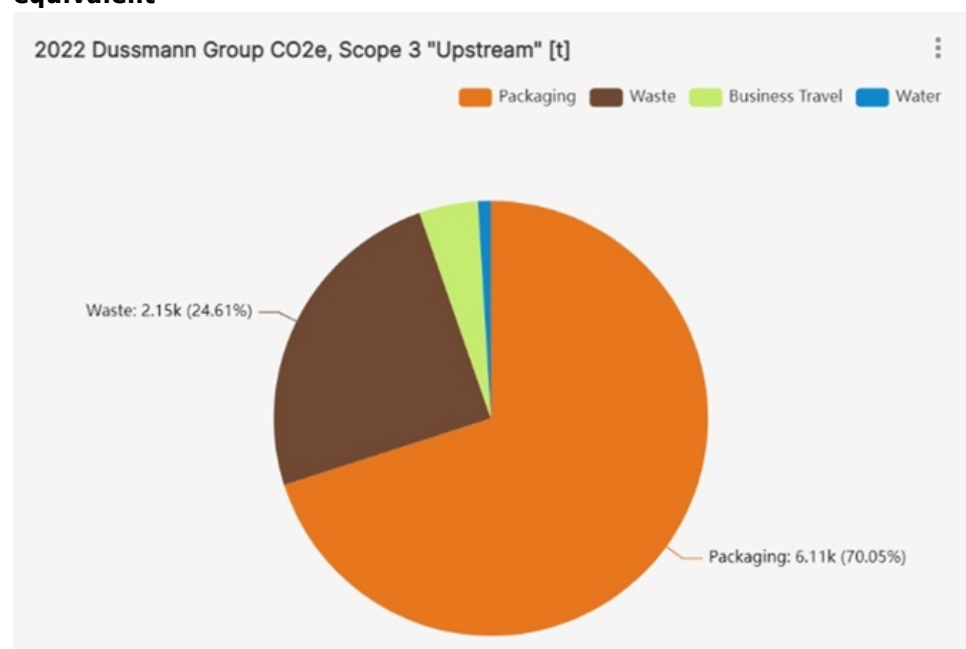
ii. emissions in the base year;

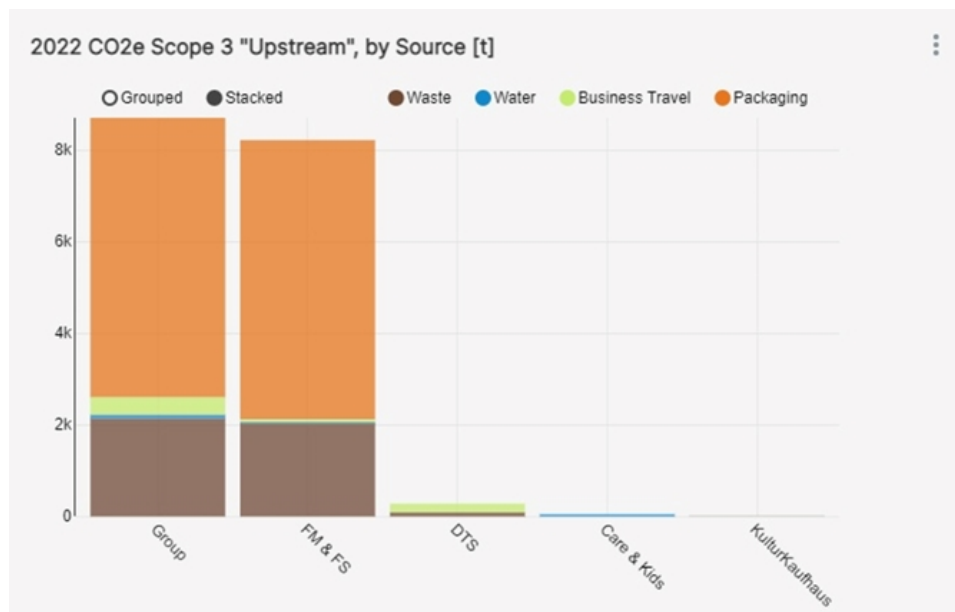
iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.

f. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.

g. Standards, methodologies, assumptions, and/or calculation tools used.

a. Other indirect (Scope 3) GHG emissions in metric tons of CO₂ equivalent





CO₂e, Scope 3 (upstream)

	Dussmann Group		Dussmann FM & FS		Dussmann TS		Care & Kids		Kultur-Kaufhaus	
Reporting year	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
CO ₂ e Waste (in t)	2,145	251	2,034	205	90	26	N/A	N/A	12	11
CO ₂ e Water consumption (in t)	83	46	32	14	0.15	0.07	50	31	0.60	0.25
CO ₂ e Packaging (in t)	6,105	1,800	6,105	1,800	N/A	N/A	N/A	N/A	N/A	N/A
CO ₂ e Business travel (in t)	381	91	58	11	192	N/A	N/A	N/A	0.46	N/A
Total CO₂e Scope 3 (Upstream) (in t)	8,715	2,188	8,230	2,031	283	26	50	31	13	11

We are successively expanding the collection of information on our additional Scope 3 greenhouse gas (GHG) emissions. The Dussmann Group reports on CO₂ emissions for waste, water consumption, packaging materials used, and flights taken. However, travel restrictions due to coronavirus regulations for the reporting period 2021 have to be considered with a mitigating effect, which explains the increase in 2022. The CO₂ emission factors used are based on the UK government conversion factors for company reporting of greenhouse gas emissions. Emissions from air travel are determined directly via our travel accounting company in accordance with the GHG Protocol.

Further indirect GHG emissions (Scope 3) will be successively expanded in the following reporting years.

Key Performance Indicator GRI SRS-305-5: Reduction of GHG emissions

The reporting organization shall report the following information:

- a.** GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO₂ equivalent.
- b.** Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.
- c.** Base year or baseline, including the rationale for choosing it.
- d.** Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3).
- e.** Standards, methodologies, assumptions, and/or calculation tools used.

In Scope 2, we were able to reduce electricity CO₂ emissions by 4,627 metric tons of CO₂e by entering into 100% green energy contracts this reporting year. The calculation is based on renewable electricity consumption multiplied by the market-based CO₂ emission factor for that country (typically the residual mix).

In addition to the innovative technologies and services the Dussmann Group brings to market, which contribute to optimizing fields such as facility management and food services, another factor that can be leveraged to reduce our GHG emissions lies in improving the efficiency of our vehicle fleet. We are addressing this aspect with our company vehicle guidelines.

We have reduced our Scope 1 emissions by about 197.4 metric tons of CO₂e through electric mobility assuming in the calculation that normal combustion engines would otherwise have been used.

Criteria 14–20 concerning SOCIETY

Criteria 14–16 concerning EMPLOYEE-RELATED MATTERS

14. Employment Rights

The company reports on how it complies with nationally and internationally recognised standards relating to employee rights as well as on how it fosters staff involvement in the company and in sustainability management, what goals it has set itself in this regard, what results it has achieved thus far and where it sees risks.

For the Dussmann Group, as well as for our stakeholders, employee concerns and employee satisfaction play a key role (see criteria 2, 15, and 16). Capable and motivated employees are a crucial building block in providing our services and products and living up to our promise of quality.

In many of the regions in which we operate, we are one of the largest employers, so we bear responsibility for stable, good working conditions and the unrestricted validity of employee rights. We are committed to this. Respecting employee rights and ensuring good working conditions is a challenge in those markets that are still in the development process and do not yet have firm and stable structures. This constitutes a potential risk of our business operations (see criteria 2). Establishing and anchoring the appropriate structures is part of the social responsibility of the Dussmann Group.

A large part of the added value is generated in the European economic area. The rights of employees are established and firmly anchored in the European legal regulations and are complied with. Compliance with these requirements is checked as part of internal audits. The results are used to develop standard operating procedures and process descriptions to create safe working conditions. The Code of Conduct for Subcontractors and Suppliers obligates these groups, among other things, to comply with the core labor standards of the International Labour Organization (ILO), especially convention 138, which governs the minimum age of employment.

Beyond that, employee-related matters are also discussed and pursued in cooperation with trade unions and company parties. A large portion of hiring is subject to collective agreements. This arrangements in the individual local

subsidiaries are accordingly dependent on the respective national law. Dussmann Service Deutschland GmbH is a member of key employer associations (DEHOGA for food services, the Bundesinnungsverband in the area of building cleaning, and BDSW in the context of security as a business field).

Our employees are involved in the Dussmann Group's sustainability management activities, especially within the scope of development of new and sustainable service and product innovations (see criteria 10). Sustainability goals can also be part of individual target agreements that promote involvement in sustainability management (see criteria 8).

For the Dussmann Group, the sustainability-related aspects of occupational health and safety, working conditions, and fair play are essential factors in conjunction with employee rights. Safety and health in the workplace are improved by means of various factors, including automation to support workers or take their place when performing difficult tasks.

Goal: Improve occupational health and safety				
KPI: LTAF (Number LTA / Mio. hours worked)				
	Goal 2022	Value 2022	Variance	Goal 2023
Dussmann Group	16	22.4	40%	21
Dussmann FM & FS	16	19.9	24%	19
Dussmann TS	N/A	11.6	/	11
Care & Kids	N/A	51.8	/	40
KulturKaufhaus	0	0	0%	0
KPI: ASR (days lost / Mio. hours worked)				
	Goal 2022	Value 2022	Variance	Goal 2023
Dussmann Group	430	374	-13%	320
Dussmann FM & FS	450	355	-21%	350
Dussmann TS	N/A	88	/	85
Care & Kids	N/A	716	/	325
KulturKaufhaus	0	0	0%	0

In 2022, the main issues in pandemic response were the continued procurement of Corona tests for employees, support for the creation of vaccination services, and incorporating distancing and hygiene measures into daily work.

15. Equal Opportunities

The company discloses in what way it has implemented national and international processes and what goals it has for the promotion of equal opportunities and diversity, occupational health and safety, participation rights, the integration of migrants and people with disabilities, fair pay as well as a work-life balance and how it will achieve these.

The responsibility to promote equal opportunities is derived directly from the company's principles (see criteria 1–3). This includes a commitment to uphold human rights, protection against discrimination, and respect for different cultures and religions. We are involved in projects to support social cohesion and community.

In some areas of our business operations, we make specific efforts for children and seniors – those people who are particularly dependent on support. We allow them to participate in society and open up opportunities for development. In addition to the KulturKindergarten sites and our Kursana senior and nursing care facilities, we also provide catering for schools and senior facilities and are active in office and facility management for schools and other educational institutions.

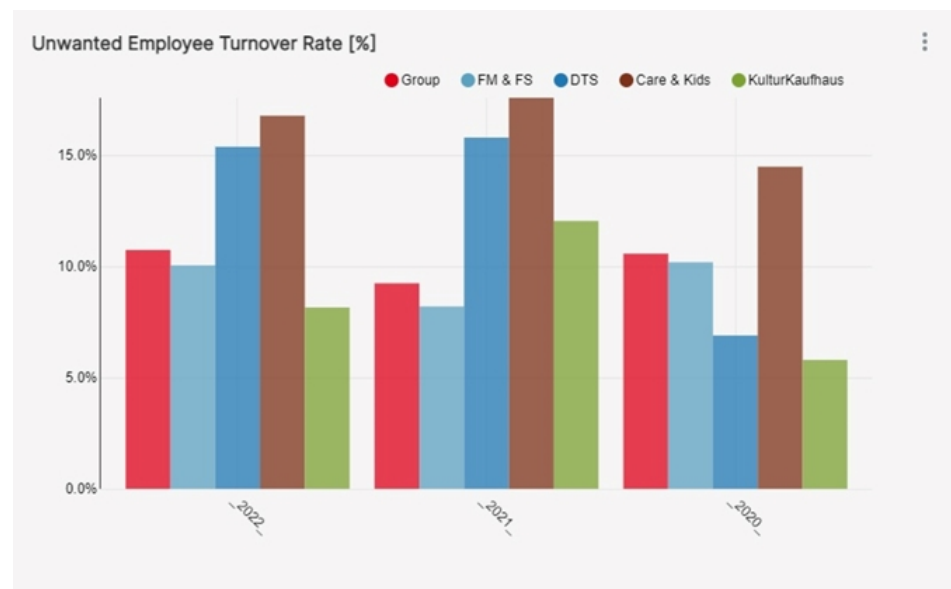
With a view to our employees, we support equal rights between the genders and make special efforts in this regard when finding candidates for leadership positions: The only decisive factor is a candidate's qualifications. To this end, a mentoring program was launched for the first time in 2022 specifically for young female managers (eleven female mentees with eleven mentors from the first and second management levels) in order to actively support these talented women in their development to more responsible positions in the company. The program is scheduled for evaluation in 2023, when a decision will be made regarding continuing and/or expanding it.

In Saudi Arabia, our joint venture Dussmann Ajlan & Brothers LLC promotes equal opportunity for women. In cooperation with the German business sector delegation in Saudi Arabia, this company initiated a workshop for women in leadership. The German-Saudi Arabian Liaison Office for Economic Affairs (GESALO)–Dussmann Female Executive Leadership program teaches young women important management skills, with particular attention to intercultural skills. It also actively examines the particular challenges faced by female managers in the facility management sector.

The measures above are aligned with SDG 5, "Gender equality," which aims to end all discrimination against women and girls and, among other things, to ensure that women can participate with equal opportunity in taking on leadership roles in politics, business, and public life.

We were able to increase the proportion of women in management positions within Dussmann Group from 45.3% to 46.2% in the reporting year. However, our goal of 50% was not achieved. The KPI "Proportion of women in management positions (%)" will only be tracked at entity level from the reporting year 2022: The reason for this is the high variance of the values within the various business areas. A consolidated target at Group level is therefore not representative and target-oriented enough for our goal of being Employer of Choice (see criteria 3).

As one building block toward the strategic goal of being an employer of choice, HR KPI reporting that is standardized across the Group was developed starting with 2022. The plan is for this reporting to commence in 2023 and potentially become a part of the minimum HR standards that apply across the Group. The idea is for this collection of data to focus on various factors, including existing key indicators and also aspects such as the correlation between undesired turnover and seniority and the reasons people leave the Group. There are also plans to track vacancies and the length of time before they are filled in an effort to improve the Group's ability to recruit staff. It is planned to start quarterly reporting in 2023, to present this regularly to the Group HR Board and to derive possible measures.



Unwanted Employee Turnover Rate [%]			
Company Group Name	2022	2021	2020
Group	10.7%	9.2%	10.6%
FM & FS	10.1%	8.2%	10.2%
DTS	15.4%	15.8%	6.9%
Care & Kids	16.8%	17.6%	14.5%
KulturKaufhaus	8.2%	12.0%	5.8%

The basic formula is:

Unwanted Employee Turnover Rate: Number of all exits (unwanted) / HC on January 1 + HC of all entries in the reporting period.

16. Qualifications

The company discloses what goals it has set and what measures it has taken to promote the employability of all employees, i.e. the ability of all employees to participate in the working and professional world, and in view of adapting to demographic change, and where risks are seen.

One of the pillars of the Dussmann Group strategy is cultivating and supporting highly qualified, motivated employees. We view this as the foundation of our success as a company, particularly in view of the growing labor shortage, especially skilled workers. This is also based on the belief that staff recruitment and employee engagement are critical to the Dussmann Group's success in order to be able to continue to operate our business with high service and product quality.

Training and education are key to this. Targeted training allows us to better map out specific needs and requirements associated with our service provision and facilitate individual process steps through automation. Concrete material risks and opportunities associated with employment opportunities are discussed in further detail in criteria 2 with regards to materiality.

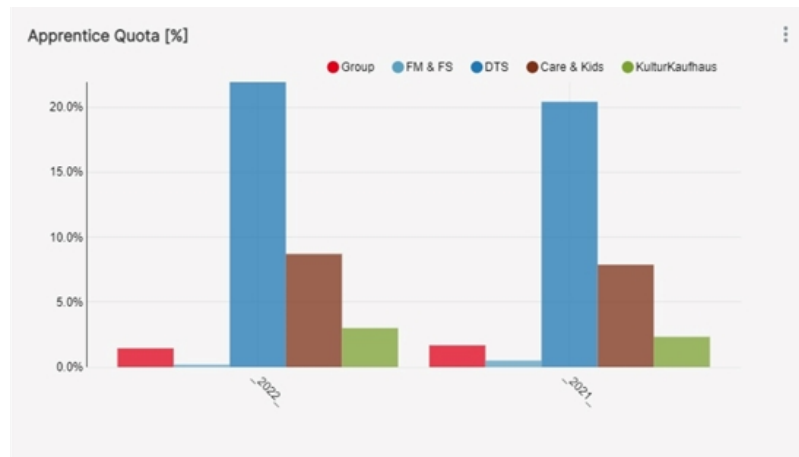
We focus on the areas of personnel and leadership: Within the HR organization, processes and tools for recruiting, hiring, remuneration, training and education, and development are professionalized, and a shared understanding of leadership aligned toward the company's values and strategy is developed.

Suitable training measures such as training activities at our Dussmann Campus in Germany are selected based on a seminar catalog that is updated annually. The training offered is geared toward the necessity of training per job and the specific needs for which training can be provided individually based on particular requirements, including outside the seminar catalog, in coordination with the central personnel development experts. In the 2022 reporting year, consistent compliance with required hygiene measures once again enabled the majority of scheduled training courses in person on the Dussmann Campus.

In the future, development meetings with employees are to be planned and set up using a structured process along previously defined competencies for the respective position. Managers will be required to participate in training on specific key topics (see key performance indicator GRI SRS-404-1 on criteria 14–16). To this end, the introduction of a digital tool for various subsidiaries is also in preparation.

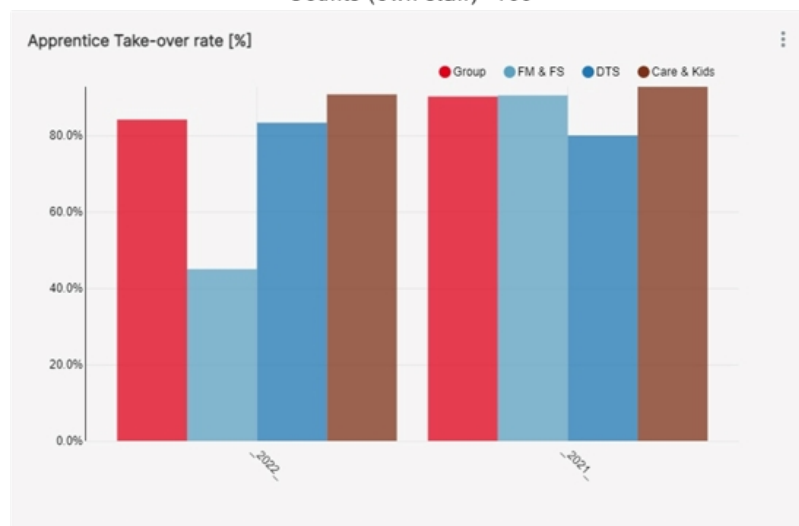
	Dussmann Group			Dussmann FM & FS			Dussmann TS			Care & Kids			KulturKaufhaus		
Reporting year	2022	2021	2020	2022	2021*	2020*	2022	2021	2020	2022	2021	2020	2022	2021	2020*
Total number of apprentices	946	1,098	1,525	107	287	732	305	249	263	515	548	526	8	7	4
Number of graduations (of apprentices)	183	449	533	20	284	380	20	40	33	119	124	117	0	0	3
Number of employed graduates	154	405	493	9	257	353	35	32	26	108	115	111	0	0	3
Apprentice quota (%)	1.4	1.7	2.5	0.2	0.5	1.4	21.9	20.4	20.6	8.7	7.9	7.5	3	2.3	N/A
Apprentice take over rate (%)	84.2	90.2	92.5	45	90.5	92.9	83.3	80	78.8	90.8	92.7	94.9	N/A	N/A	100

* The significant difference compared to the previous year's values is due to a better understanding of the definition. The values for 2020 and 2021 are not comparable.



The basic formula is:

Apprentice Quota: Total number of apprentices / Total number of Head Counts (own staff) * 100



The basic formula is:

Apprentice Take-over Rate: Number of graduations / Total number of apprentices

Key Performance Indicators to criteria 14 to 16

Key Performance Indicator GRI SRS-403-9: Work-related injuries
The reporting organization shall report the following information:

a. For all employees:

- i.** The number and rate of fatalities as a result of work-related injury;
- ii.** The number and rate of high-consequence work-related injuries (excluding fatalities);
- iii.** The number and rate of recordable work-related injuries;
- iv.** The main types of work-related injury;
- v.** The number of hours worked.

b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:

- i.** The number and rate of fatalities as a result of work-related injury;
- ii.** The number and rate of high-consequence work-related injuries (excluding fatalities);
- iii.** The number and rate of recordable work-related injuries;
- iv.** The main types of work-related injury;
- v.** The number of hours worked.

You will find the remaining numbers c-g of the indicator SRS 403-9 in the GRI standard and may additionally report them here.

Key Performance Indicator GRI SRS-403-10: Work-related ill health

The reporting organization shall report the following information:

a. For all employees:

- i.** The number of fatalities as a result of work-related ill health;
- ii.** The number of cases of recordable work-related ill health;
- iii.** The main types of work-related ill health.

b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:

- i.** The number of fatalities as a result of work-related ill health;
- ii.** The number of cases of recordable work-related ill health;
- iii.** The main types of work-related ill health.

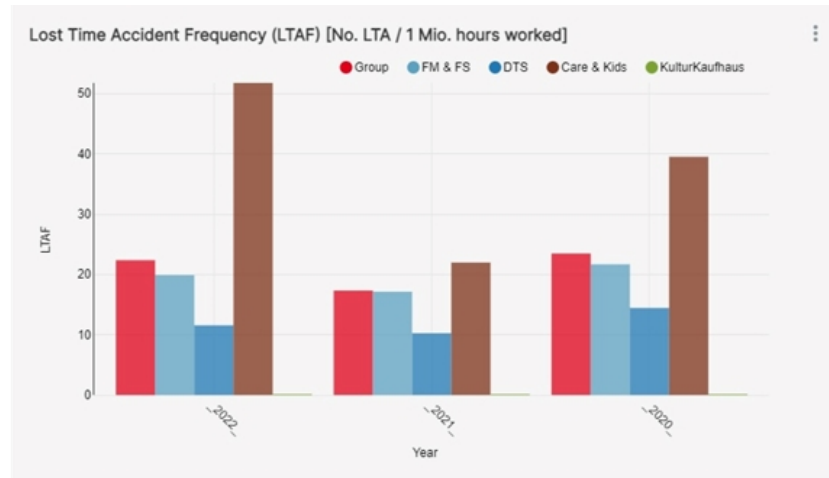
You will find the remaining numbers c-e of the indicator SRS 403-10 in the GRI standard and may additionally report them here.

There was one fatal occupational accident within the Dussmann Group in the

2022 reporting year. An external truck driver violated the applicable traffic regulations and speed limit at a client site hit our employee who was walking on the site.

All occupational accidents with days lost are shown in the following table based on the key performance indicators and definitions we have developed:

	Dussmann Group			Dussmann FM & FS			Dussmann TS			Care & Kids			KulturKaufhaus		
Reporting year	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020
No. Productive working hours (in thousand)	80,922	80,387	78,259	69,417	67,733	65,770	2,766	2,341	2,284	7,839	9,507	9,561	325	389	304
Number of Lost Time Accidents (LTA)	1,900	1,394	1,838	1,461	1,161	1,427	32	24	33	406	209	378	0	0	0
Number of days lost	31,658	35,898	32,394	26,040	32,242	28,880	243	258	548	5,369	3,398	2,966	0	0	0
Lost Time Accident Frequency (LTAF)	23.48	17.3	23.5	21.1	17.1	21.7	11.6	10.3	14.5	51.8	22	39.5	0	0	0
Lost Time Case Rate (LTCR)	16.7	25.8	17.6	17.8	27.8	20.2	7.6	10.8	16.6	13.2	16.3	7.9	N/A	N/A	N/A
Accident Severity Rate (ASR)	291.2	446.6	413.9	375.1	476	439.1	87.9	110	240	685	357	310	0	0	0



The basic formula is:

Lost Time Accident Frequency (LTAF): Number of LTA - own staff * 1000000 / Total number of productive/working hours (blue + white collar)



The basic formula is:

Accident Severity Rate (ASR): Number of days lost due to LTA * 1000000 / Total number of productive/working hours (blue + white collar)

Slips, trips, and falls (STFs) are the most common type of accidents.

In addition to occupational accidents, we also record the commuting accidents of our employees. There were 393 accidents on the way to or from work for the Dussmann Group in 2022, with 10,093 days lost.

Occupational accidents are also documented for temporary workers. There were 89 occupational accidents for the Dussmann Group in 2022, with 1,167 days lost, amounting to about 2 million working hours.

As part of our sustainability concept (see criteria 3), we focus on reporting "unsafe situations" as an additional precautionary element in preventing accidents. Our internal definition of unsafe situations* is shown below:

Reporting year	Number of reported unsafe situations		Number of reported near misses (as part of unsafe situations)		Unsafe situations rate (no./ mio. working hours)	
	2022	2021	2022	2021	2022	2021
Dussmann Group	4,253	3,150	217	213	52.6	39.2
Dussmann FM & FS	4,068	3,068	193	203	58.6	45.3
Dussmann TS	185	82	24	10	66.9	35,0



The basic formula is:

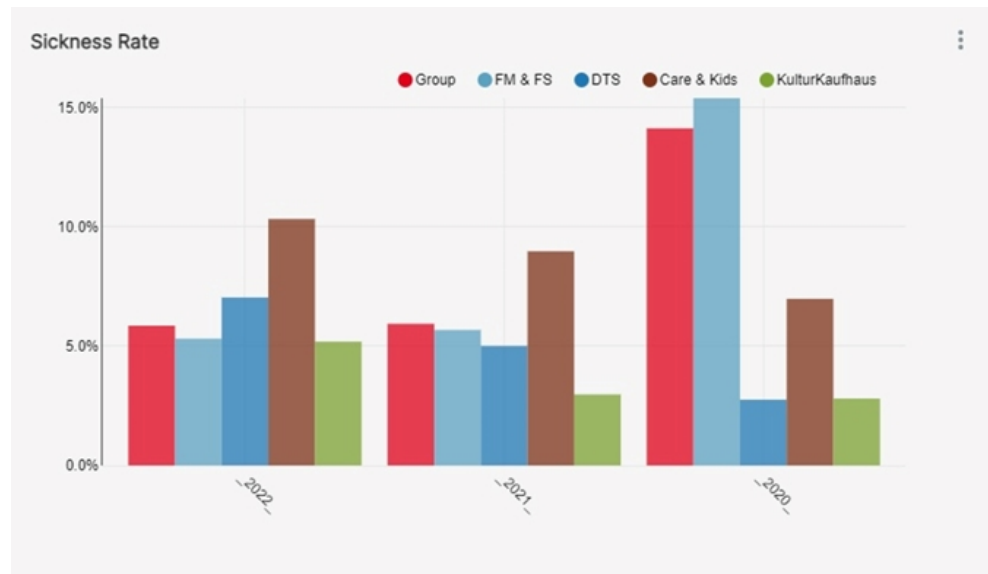
Unsafe situations rate, per 1 million working hours: $\text{Number of reported unsafe situations} \times 1000000 / (\text{Total number of productive/working hours} + \text{Total number of productive/working hours (blue + white collar)})$

Notes:

* Unsafe situations (unsafe conditions + unsafe actions + near misses) are unplanned events that could potentially lead to personal injury, environmental harm, or damage to equipment or an interruption of normal operations but have not actually resulted in. An "unsafe condition" is a hazardous physical state or circumstance that could lead directly to an accident occurring. An "unsafe action" is a violation of an acknowledged safety-related process that could cause an accident to occur. A "near miss" is an incident in which no property damage or personal injury occurred, but damage or injury could easily have occurred if there had been a slight difference in the time or positioning.

** Due to the progressive development of the collection of data that could only be partially collected for reported unsafe situations in the last reporting year, this explains the increase between years.

We are continuing to work on recording unsafe situations as comprehensively and completely as possible. For this purpose, we intend to use electronic reporting channels via mobile app. The sickness rate was again determined as follows for the entire Dussmann Group for the 2022 reporting year compared to previous years:



Sickness Rate

Company Group Name	2022	2021	2020
Group	5.9%	5.9%	14.1%
FM & FS	5.3%	5.7%	15.4%
DTS	7.0%	5.0%	2.8%
Care & Kids	10.3%	9.0%	7.0%
KulturKaufhaus	5.2%	3.0%	2.8%

The basic formula is:

Number of sick days due to illness per number of predicted working days / hours

Key Performance Indicator GRI SRS-403-4: Worker participation on occupational health and safety

The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:

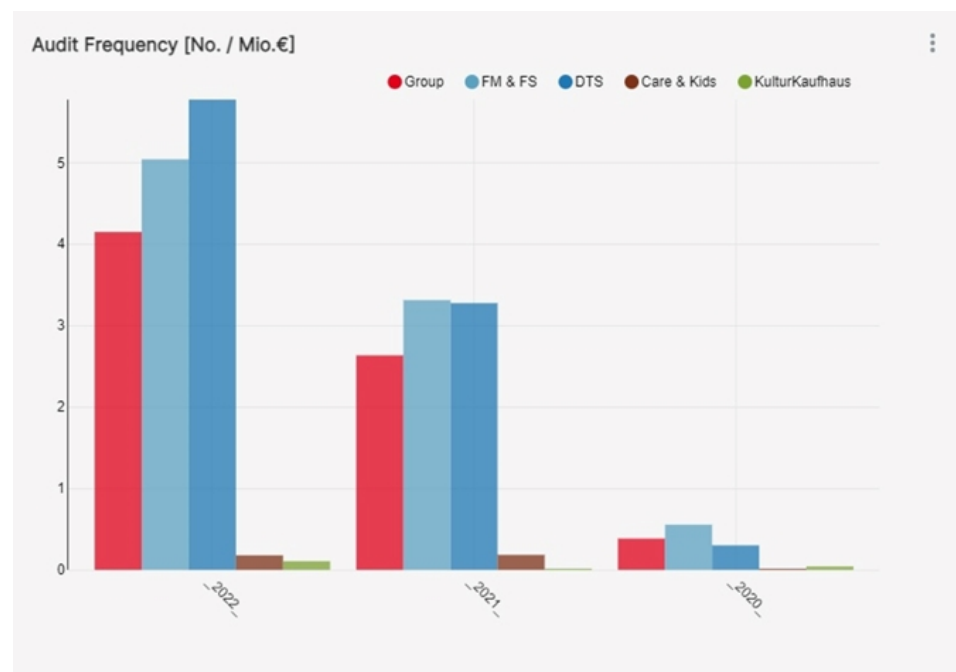
a. A description of the processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers.

b. Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.

The top management ensures that employees are involved and represented in matters of health and safety in the workplace. This takes place in several ways, going beyond regular communication to include risk assessments of

workplaces and activities, accident investigations, reaching agreements on corrective actions, formulating goals and guidelines, and, finally, monitoring-related activities such as inspections and internal audits. These elements include employee dialogue and the possibility of addressing potential areas of improvement for all employees. Other mechanisms for consultation and involvement of our employees include targeted meetings (such as occupational health and safety committees), workshops, training sessions, employee surveys, and suggestion programs, all of which are established locally in different forms.

Occupational health and safety is operationalized as part of our integrated management system through binding protective and behavioral measures in stored operating instructions and reviewed through internal system audits.* Since 2021, we have related the number of all audits performed (internal and external) to revenue in order to calculate the frequency of audits per organizational unit and support our goal of increasing the audit frequency by the end of 2022 (see criteria 3):



Audit Frequency [No. / Mio.€]				
Company Group Name	2022	2021	2020	
Group	4.15	2.64	0.38	
FM & FS	5.05	3.31	0.55	
DTS	5.78	3.28	0.30	
Care & Kids	0.1777	0.18	0.00	
KulturKaufhaus	0.106	0.00	0.04	

The basic formula is:

Number of sick days due to illness per number of predicted working days / hours

Notes:

* Internal system audit: A formal and documented assessment process that performs conformity checks in relation to the integrated management system (quality, occupational health and safety, environmental protection) in accordance with the requirements of the relevant international ISO standards.

** All types of audits and combinations are aggregated here (system, process, and product audits). Typical examples include internal management system audits, external surveillance audits, regulatory monitoring, supplier/subcontractor audits, health and safety inspections, hygiene audits.

Key Performance Indicator GRI SRS-404-1: Average hours of training

The reporting organization shall report the following information:

a. Average hours of training that the organization's employees have undertaken during the reporting period, by:

i. gender;

ii. employee category.

In reporting year 2022, we further developed our definitions, which also affected compliance trainings. We now include all anti-corruption and prevention training, as well as occupational health and safety, environmental and other legally required trainings (e-learning and in-person training).

The data structure is still being built and expanded. Survey methods are to be standardized by reporting year 2025 to ensure comparability and consistency of data broken down by employee category.

Reporting year	Dussmann Group		Dussmann FM & FS		Dussmann TS		Care & Kids		Kultur-Kaufhaus	
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
Total hours of employee trainings conducted in the reporting period (h)	438,366	367,283*	415,717	332,450	17,621	20,226*	N/A	11,821	2,900	955
of which, total hours of compliance trainings (h)	302,527	186,957	295,488	182,887	5,936	2,692	N/A	677	5	50
of which, total hours of additional operational trainings (h)	134,693	177,936*	118,400	148,358	15,263	17,534*	N/A	11,144	N/A	900
Average hours of training per employee (h/Pers.)	7.4	5.6	7.2	5.9	13.6	16.6	N/A	1.7	10.9	3,2

Note: The value for average training hours per employee is based on the number of employees as of the reference date, December 31, for a given reporting year. Due to the changes in data collection during this reporting year, the data for 2020 is not comparable.

Key Performance Indicator GRI SRS-405-1: Diversity

The reporting organization shall report the following information:

a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:

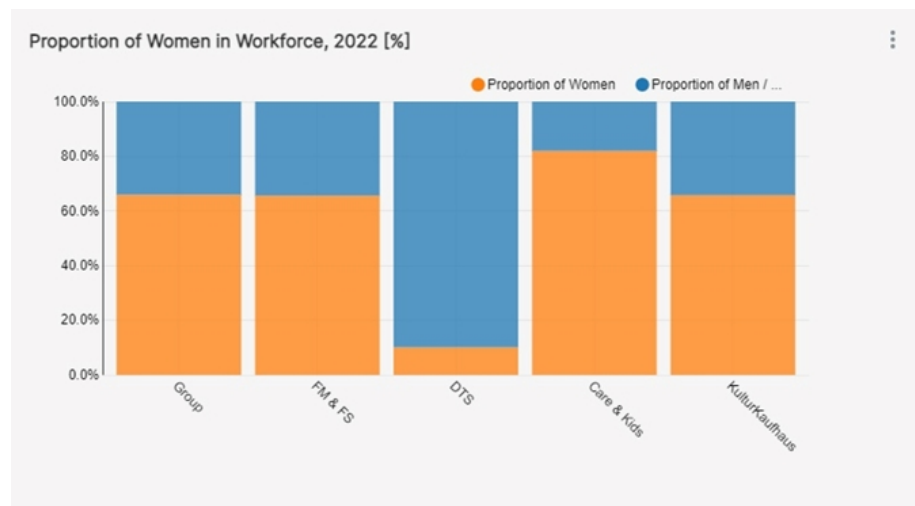
- i.** Gender;
- ii.** Age group: under 30 years old, 30-50 years old, over 50 years old;
- iii.** Other indicators of diversity where relevant (such as minority or vulnerable groups).

b. Percentage of employees per employee category in each of the following diversity categories:

- i.** Gender;
- ii.** Age group: under 30 years old, 30-50 years old, over 50 years old;
- iii.** Other indicators of diversity where relevant (such as minority or vulnerable groups).

The Dussmann Group has nearly 66,000 employees worldwide.

The percentage of women (in total and in leadership positions) is as follows:



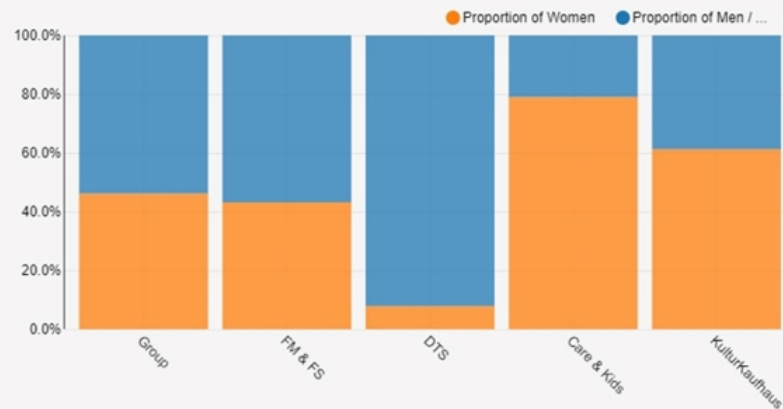
Proportion of Women in Workforce [%]

Company Group Name	2022	2021	2020
Group	65.9%	67.9%	66.8%
FM & FS	65.6%	67.6%	66.1%
DTS	10.1%	10.2%	9.6%
Care & Kids	82.0%	81.7%	82.7%
KulturKaufhaus	65.8%	64.0%	61.6%

The basic formula is:

Proportion of Women: Number of Women (HC) / Total HC on
31.12.

Proportion of Women in Management, 2022 [%]



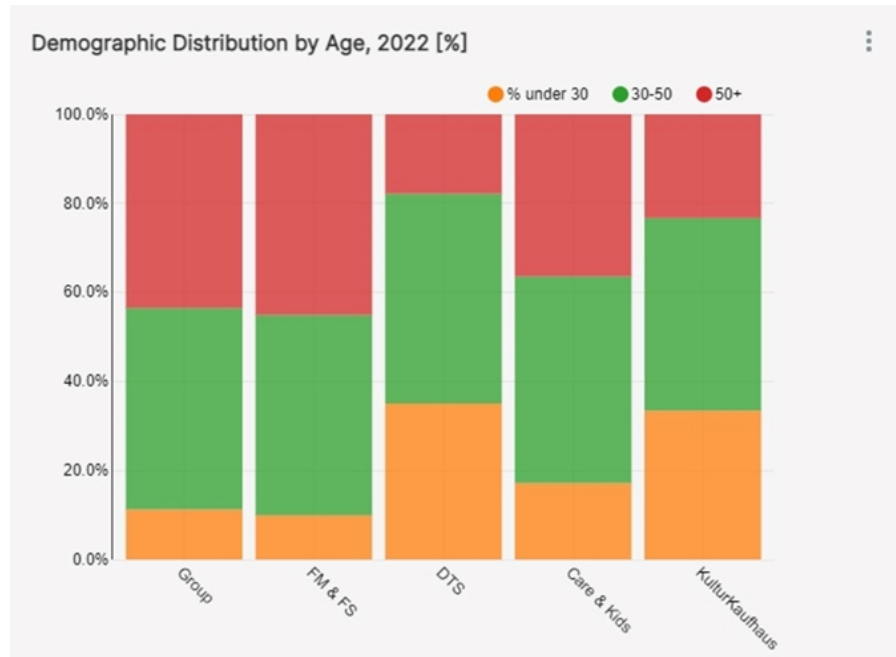
Proportion of Women in Management [%]

Company Group Name	2022	2021	2020
Group	46.2%	45.2%	42.2%
FM & FS	43.2%	43.4%	39.9%
DTS	7.9%	8.5%	11.1%
Care & Kids	79.0%	77.1%	73.1%
KulturKaufhaus	61.3%	54.8%	65.4%

The basic formula is:

Proportion of Women in Management:
Total Women (Management) / Total HC

The demographic distribution of employees by age groups is as follows:



Demographic Distribution by Age [%]									
Company Group Name	2022, under 30	2021, under 30	2020, under 30	2022, 30-50	2021, 30-50	2020, 30-50	2022, 50+	2021, 50+	2020, 50+
Group	11.3%	11.8%	11.6%	45.2%	43.5%	45.9%	43.5%	44.7%	42.5%
FM & FS	9.9%	9.8%	9.8%	45.0%	44.7%	47.1%	45.1%	45.4%	43.1%
DTS	35.0%	34.9%	30.1%	47.1%	47.5%	51.7%	17.8%	17.6%	18.2%
Care & Kids	17.2%	23.0%	20.6%	46.4%	32.2%	35.4%	36.4%	44.9%	44.0%
KulturKaufhaus	33.5%	37.3%	35.2%	43.2%	43.3%	44.8%	23.3%	19.3%	20.0%

The Dussmann Group employed people with disabilities overall and in the individual business units as follows on the reporting date:

	Number of employees with disabilities		
Reporting year	2022	2021	2020
Dussmann Group	1,321	1,522	1,755
Dussmann FM & FS	1,048	1,260	1,477
Dussmann TS	22	17	18
Care & Kids	233	226	252
KulturKaufhaus	7	5	6

Key Performance Indicator GRI SRS-406-1: Incidents of discrimination

The reporting organization shall report the following information:

- a.** Total number of incidents of discrimination during the reporting period.
- b.** Status of the incidents and actions taken with reference to the following:
 - i.** Incident reviewed by the organization;
 - ii.** Remediation plans being implemented;
 - iii.** Remediation plans that have been implemented, with results reviewed through routine internal management review processes;
 - iv.** Incident no longer subject to action.

Incidents of discrimination can be reported via the whistleblower system (see criteria 17 and 20). There were three discrimination incidents reported in the 2022 within Dussmann FM & FS. The incidents reported were thoroughly investigated, and appropriate actions (such as extensive discussions with employees) were taken. As a result, measures to raise awareness were established and an agreement on regular dialogue between the affected parties was reached.

Criterion 17 concerning RESPECT FOR HUMAN RIGHTS

17. Human Rights

The company discloses what measures it takes, strategies it pursues and targets it sets for itself and for the supply chain for ensuring that human rights are respected globally and that forced and child labour as well as all forms of exploitation are prevented. Information should also be provided on the results of the measures and on any relevant risks.

The commitment to uphold human rights, protection against discrimination, and respect for different cultures and religions is anchored in our corporate principles and our corporate strategy. Compliance with these principles and the implementation of measures to safeguard them is ensured through process specifications and by each individual employee. Monitoring is the responsibility of the companies themselves and responsibility for this cascades from the

Executive Board of the Dussmann Group to the respective management of the subsidiaries.

The Dussmann Group code of conduct obligates all employees to respect the dignity of every human being, to exclude discrimination, child labor, and forced labor and treat each other fairly and with respect. The code of conduct is an integral part of all new employment contracts. Employees are trained by their supervisors in the content of the code of conduct. We also commit our suppliers and subcontractors to our Code of Conduct for Suppliers and Subcontractors to ensure compliance with human rights in the supply chain.

Our Group guideline Social Responsibility sets out the minimum standards for implementing the code of conduct at the subsidiaries. Online-based training is used to raise awareness of general equal treatment and discrimination among employees. Violations of the code of conduct can be reported through the Dussmann Group whistleblower system (see key performance indicator GRI SRS-406-1).

In 2022, we launched a Group-wide audit on compliance with human rights and environmental standards. We plan to use the results of the CSR audit to identify process-specific and country-specific risks and assess these risks. As the next step, we will identify potential areas for action and develop preventive measures.

Our business operations initially give rise to abstract risks in the areas of occupational safety, working conditions, freedom of association, equal pay, and equal treatment of employees.

In accordance with the requirements of the German Supply Chain Act, we developed a risk analysis pertaining to our suppliers and subcontractors during this reporting year. Depending on the risk assessment, preventive measures to reduce human rights risks are defined and addressed to the suppliers. Principles for systematic due diligence of potential suppliers and subcontractors, including human rights requirements, are to be defined in the next year as Group-wide minimum standards and integrated into local purchasing processes. In 2023, we will also draw up a policy statement on respect for human rights and communicate it internally and externally.

Goal: Comply with internal standards in supply chain		
KPI: relevant supplier evaluation rate (%)		
	Value 2022	Goal 2023
Dussmann Group	86.4	90
Dussmann FM & FS	84.8	88
Dussmann TS	99	100
Care & Kids	N/A	N/A
KulturKaufhaus	N/A	N/A
KPI: relevant subcontractor evaluation rate (%)		
	Value 2022	Goal 2023
Dussmann Group	95.3	98
Dussmann FM & FS	94.7	96
Dussmann TS	100	100
Care & Kids	N/A	N/A
KulturKaufhaus	N/A	N/A

Key Performance Indicators to criteria 17

Key Performance Indicator GRI SRS-412-3: Investment agreements subject to human rights screenings

The reporting organization shall report the following information:

a. Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.

b. The definition used for ‘significant investment agreements’.

a. No consolidated information is available on the proportion of human rights clauses in contracts. A disclosure on this will be made in the reporting year 2023. In the case of decisions on financial matters such as mergers and acquisitions, human rights factors like the anti-corruption index, minimum wage, labor market, social standards according to local legislation, and geopolitical and macroeconomic factors are set out in standardized summaries. These factors are taken into account as a basis for every financial decision.

b. The Dussmann Group's strategy is not based on financial investments but on the complete acquisition of companies. This ensures compliance with our minimum standards, particularly with regard to human rights. Further details will follow in the reporting year 2023.

Key Performance Indicator GRI SRS-412-1: Operations subject to human rights reviews

The reporting organization shall report the following information:

a. Total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.

A review takes place on the one hand as part of the regular internal audit and on the other hand through company-specific human rights audits. In the 2022 reporting year, 22 CSR audits were performed Group-wide. The process of analyzing and assessing the results will not be concluded until 2023.

Key Performance Indicator GRI SRS-414-1: New suppliers subject to social screening

The reporting organization shall report the following information:

a. Percentage of new suppliers that were screened using social criteria.

The Dussmann Group had 14,935 suppliers and 1,831 subcontractors in total in the 2022 reporting year. Of these, 1,607 suppliers and 499 subcontractors have a contractual commitment to the Conduct for Subcontractors and Suppliers. During the 2022 reporting year, 749 suppliers (5%) and 287 subcontractors (17.8%) were subject to an assessment.

New suppliers made up a small percentage in the 2022 reporting year.

Compliance with the Code of Conduct for Subcontractors and Suppliers is ensured in principle for the following business partners:

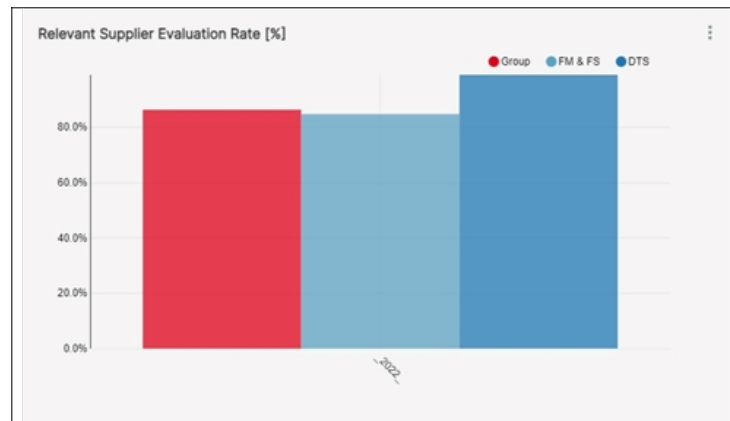
- subcontractors that are involved in providing services for our clients, especially if this is a contractually agreed client requirement;
- suppliers from high-risk areas identified based on overall local framework conditions (such as supplying foods);
- suppliers with whom central framework agreements exist or are concluded; and
- suppliers for whom the Dussmann purchasing conditions are part of the supplier contract.

Key Performance Indicator GRI SRS-414-2: Social impacts in the supply chain

The reporting organization shall report the following information:

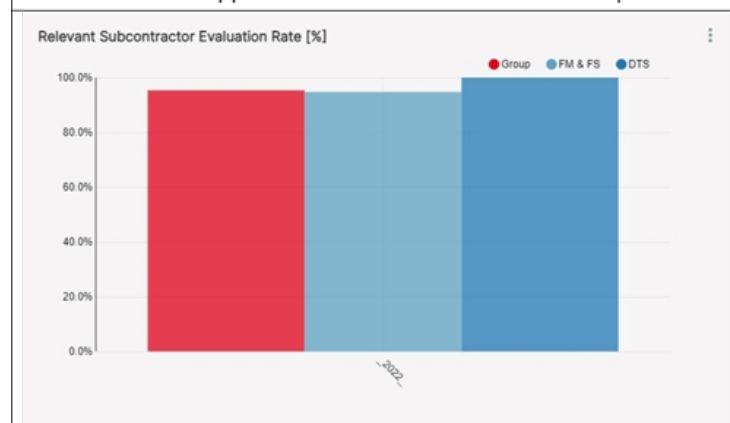
- a.** Number of suppliers assessed for social impacts.
- b.** Number of suppliers identified as having significant actual and potential negative social impacts.
- c.** Significant actual and potential negative social impacts identified in the supply chain.
- d.** Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment.
- e.** Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why.

In the 2022 reporting period, it was possible to quantify further data for the audit of suppliers and subcontractors. However, the data structure is still being built and expanded. Collection methods are to be completed and standardized from 2023 to 2025 regarding compliance with the Supply Chain Act in order to ensure completeness and consistency of the data also at Group level.



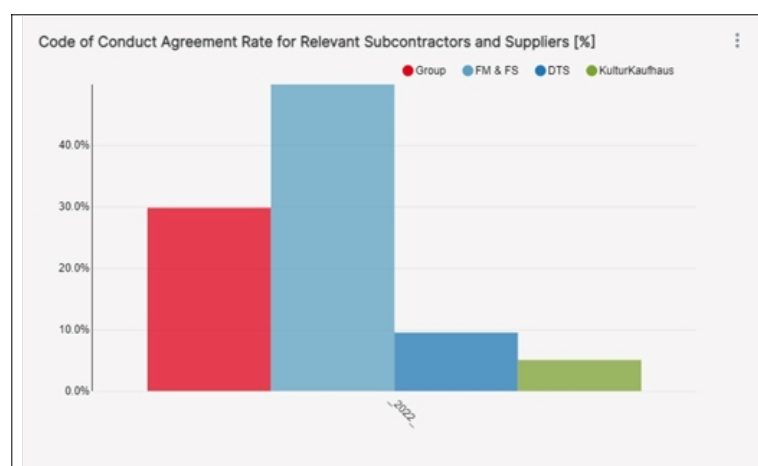
The basic formula is:

Relevant Supplier Evaluation Rate: Number of evaluated suppliers / Number of suppliers for which an evaluation was required



The basic formula is:

Relevant Subcontractor Evaluation Rate: Number of evaluated subcontractors / Number of subcontractors for which an evaluation was required



The basic formula is:

Code of Conduct Agreement Rate for Relevant Subcontractors and Suppliers: Total number of supplier/subcontractor contracts that include Dussmann Group Code of Conduct for Subcontractors and Suppliers, as part of a contractual agreement / Total number of suppliers/subcontractors for which a contractual agreement to the "Code of Conduct for Subcontractors and Suppliers" must be in effect

	Dussmann Group	Dussmann FM & FS	Dussmann TS	KulturKaufhaus
Reporting year	2022	2022	2022	2022
Total number of suppliers	14.935	10.155	3.180	1.424
Relevant supplier evaluation rate (%)	86,0	84,0	99,0	N/A
Total number of subcontractors	1.613	1.310	298	5
Relevant subcontractor evaluation rate (%)	95,3	94,7	100	N/A
Code of Conduct Agreement Rate for Relevant Subcontractors and Suppliers (%)	31,6	51,9	10,16	5,04

Note:

* New key indicators were defined and introduced during this reporting year, which means it is not possible to compare with previous years' values.

Effective preventive measures are already in place through the consistent implementation of the minimum standards set out in the Group guideline Social Responsibility (CSR). Significant negative social impacts were identified in the case of one supplier in the 2022 reporting year, and appropriate countermeasures were taken.

Criterion 18 concerning SOCIAL MATTERS

18. Corporate Citizenship

The company discloses how it contributes to corporate citizenship in the regions in which it conducts its core business activities.

Social engagement and responsibility are anchored as values in the Dussmann Group strategy and are an integral part of the corporate culture.

While Peter Dussmann, the founder of the Dussmann Group, as a patron of the arts, primarily supported cultural institutions and facilities, Catherine von Fürstenberg-Dussmann, as Chairperson of the Foundation Board, extends the focus of social commitment to the cultural education of children and young people and the promotion of social participation. Some engagements and donation campaigns have been started directly on her initiative.

One key topic this year was supporting refugees from Ukraine. The

chairwoman initiated a campaign called "Berliner Bären für Geflüchtete" (Berlin Bears for Refugees), which collected several hundred teddy bears and distributed them to Ukrainian children. Donations in kind were also made for play areas at two arrival centers in Berlin.

For the first time since the coronavirus pandemic, the Social Day in Berlin, which has been held annually since 2013, could be held again. A team from the Dussmann Foundation spent an entire day repairing, cleaning, and gardening in the outdoor space at a residential facility for children and teens under the auspices of Sozialmanufaktur Berlin.

The concert put on by the winners of the music contest involving students from Musikgymnasium Carl Philipp Emanuel Bach, a secondary school focused on music, was also held as usual. The 2022 Christmas donation campaign collected donations for nonprofits and projects that work to support disadvantaged children and teens. Barbara-Schulz-Haus (Kinderhilfe e.V.), Berliner Herz, Schutzengelwerk Berlin, Förderkreis krebskranke Kinder Stuttgart, Mädchenbüro Milena, and the international children's house in Frankfurt each received a monetary donation and a free library stocked with books. Other Dussmann free libraries were presented to various recipient institutions all over Germany during this reporting year.

Beyond that, mapping out and implementing projects are the responsibility of the relevant companies and segments. We are convinced that social engagement has the biggest impact when it takes place locally - with the involvement of local people and with a view to their specific needs. The companies organize and run their own employee and volunteer projects.

Key Performance Indicators to criteria 18

Key Performance Indicator GRI SRS-201-1: Direct economic value generated and distributed

The reporting organization shall report the following information:

a. Direct economic value generated and distributed (EVG&D) on an accruals basis, including the basic components for the organization's global operations as listed below. If data are presented on a cash basis, report the justification for this decision in addition to reporting the following basic components:

- i.** Direct economic value generated: revenues;
- ii.** Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments;
- iii.** Economic value retained: 'direct economic value generated' less 'economic value distributed'.

b. Where significant, report EVG&D separately at country, regional, or market levels, and the criteria used for defining significance.

The Dussmann Group generated consolidated Group sales of 2.77 billion euros in the 2022 reporting year. We do not make any consolidated disclosures concerning the amount of monetary donations made.

	2021		2022		Variance	
	million €	%	million €	%	million €	%
Consolidated group sales	2,311	100.0	2,780	100.0	469	20.3
Dussmann FM & FS	1,577	68.2	1,927	69.3	350	15.4
Dussmann TS	208	9.0	398	14.3	190	13.1
Care & Kids	496	21.5	522	18.8	26	1.0
KulturKaufhaus	30	1.3	38	1.4	8	0.4
Correction ic	N/A	N/A	-105	-3.8		

*Correction intercompany services (Disclosure as of 2022)

The consortium financing with an ESG component was calculated for the first time in this reporting year.

Criteria 19–20 concerning ANTI-CORRUPTION AND BRIBERY MATTERS

19. Political Influence

All significant input relating to legislative procedures, all entries in lobby lists, all significant payments of membership fees, all contributions to governments as well as all donations to political parties and politicians should be disclosed by country in a differentiated way.

The Dussmann Group is not a member of any political organization, nor does it appear in any lobby list or make any political donations.

We contribute to the political process where our expertise and assessment of matters is necessary and relevant. This takes place indirectly, through industry-specific associations of which we are a member (such as the Confederation of German Employers' Associations (BDA), Bundesinnungsverband des Gebäudereiniger-Handwerks, which represents members of the building cleaning trades, and Arbeitgeberverband Pflege, an association of employers of nursing professionals).

Within the scope of legislative processes, the topics of minimum wage, access to the labor market by migrants and refugees, and reforming and regulating healthcare and nursing education are particularly relevant. Binding book prices are also a topic on the political agenda that directly affects the business operations of Dussmann das KulturKaufhaus.

No direct submissions to political legislative processes were made. There are no official criteria for the political engagement of the Dussmann Group. Potentially, this is also a component of the implementation strategy described in criterion 3 for the formulation and development, establishment and anchoring of sustainability parameters.

Key Performance Indicators to criteria 19

Key Performance Indicator GRI SRS-415-1: Political contributions
The reporting organization shall report the following information:

a. Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary.

b. If applicable, how the monetary value of in-kind contributions was estimated.

The Dussmann Group does not make any political donations.

20. Conduct that Complies with the Law and Policy

The company discloses which measures, standards, systems and processes are in place to prevent unlawful conduct and, in particular, corruption, how they are verified, which results have been achieved to date and where it sees there to be risks. The company depicts how corruption and other contraventions in the company are prevented and exposed and what sanctions are imposed.

Responsibility for compliance at the Dussmann Group lies with the entire Executive Board.

The Dussmann Group has a central compliance department, which defines Group-wide minimum standards and processes for ensuring compliance and follows up on implementation. The compliance department manages actions for preventing corruption. It reports to the Executive Board semiannually on the status of the measures taken and monthly on the ongoing compliance cases. The relevant executive management is responsible for compliance within the subsidiaries.

As part of the annual compliance risk analysis, compliance risks arising from the areas of corruption and antitrust law are reviewed with regard to their relevance and assessment, and potential new risks are identified. Measures such as guidelines, process adjustments, and internal controls are defined and implemented to reduce risks that have been identified. The effectiveness of the measures and controls implemented is reviewed through audits performed by the internal audit team and as part of external audits under the integrated management system. Corruption related risks are addressed in further detail under key performance indicator GRI SRS-205-1.

Group-wide corruption guidelines, training activities and supplementary communications, and further preventive measures are managed centrally. Communication initiatives and training sessions provide training and raise awareness of these topics among managers and employees. This is done through in-person training sessions and e-learning (see key performance indicator GRI SRS-404-1 on criteria 16).

A standard operating procedure on handling of gifts and perquisites, such as gifts, invitations, and donations, has been implemented in every subsidiary and local company.

Possible violations can be reported confidentially via the Group-wide whistleblower system. An external trusted lawyer is available to act as ombudsman. All reports that are received are reviewed and documented carefully, and follow-up is performed to ensure that any irregularities are eliminated. Reports of potential violations are investigated by the compliance department with support from the internal audit team. Violations are sanctioned by way of disciplinary measures and, where applicable, criminal charges.

In addition to corruption as a risk area, security and protection of data and information represent a material aspect in the context of the Dussmann Group's business operations (see criteria 2 regarding materiality). The Dussmann Group has a data protection department that is responsible for implementing and complying with the statutory and contractual data protection and privacy requirements. A data protection officer has been appointed for all German companies. The local subsidiaries have appointed data protection officers or coordinators in keeping with local laws. Group-wide and local data protection guidelines and resulting standard operating procedures specify how data protection requirements are to be implemented and complied with.

Our goal is to continuously monitor and develop our standards for preventing unlawful conduct and to implement them in newly acquired subsidiaries in particular.

Key Performance Indicators to criteria 20

Key Performance Indicator GRI SRS-205-1: Operations assessed for risks related to corruption

The reporting organization shall report the following information:

a. Total number and percentage of operations assessed for risks related to corruption.

b. Significant risks related to corruption identified through the risk assessment.

a. As part of the Group-wide compliance risk analysis, corruption risks were reviewed and assessed with 27% (=6) of the companies that employ employees of the Dussmann Group. The existing risk assessment was reviewed and updated with 14 companies (=64%).

b. Risks of unfair preferential treatment or conflicts of interest were mainly identified in awarding of contracts to subcontractors and suppliers, specifically in cases in which procurement was needed on short notice and it was not possible to rely on partners with which there were framework agreements in

place.

Key Performance Indicator GRI SRS-205-3: Incidents of corruption

The reporting organization shall report the following information:

- a.** Total number and nature of confirmed incidents of corruption.
- b.** Total number of confirmed incidents in which employees were dismissed or disciplined for corruption.
- c.** Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.
- d.** Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.

There were no corruption incidents during this reporting period.

Key Performance Indicator GRI SRS-419-1: Non-compliance with laws and regulations

The reporting organization shall report the following information:

- a.** Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area in terms of:
 - i.** total monetary value of significant fines;
 - ii.** total number of non-monetary sanctions;
 - iii.** cases brought through dispute resolution mechanisms.
- b.** If the organization has not identified any non-compliance with laws and/or regulations, a brief statement of this fact is sufficient.
- c.** The context against which significant fines and non-monetary sanctions were incurred.

There were three reportable incidents in Germany in the 2022 reporting year in the context of data protection (no subject to fines). Risk assessments were performed in all cases, and appropriate countermeasures were initiated without delay.

The measures taken included, in particular, appropriate follow-up training and increased awareness among the employees involved, as well as the clarification of existing training materials. Improvements in internal processes were also made through increased involvement of the data protection department, and

the technical and organizational measures were expanded.

Overview of the GRI indicators in the Sustainable Code declaration

In this Sustainable Code declaration, we have reported according to the "comply or explain" principle on the GRI indicators listed below. This document refers to the GRI Standards 2016, unless otherwise noted in the table.

Areas	Sustainable Code criteria	GRI SRS indicators
STRATEGY	<ol style="list-style-type: none"> Strategic Analysis and Action Materiality Objectives Depth of the Value Chain 	
PROCESS MANAGEMENT	<ol style="list-style-type: none"> Responsibility Rules and Processes Control 	GRI SRS 102-16
	<ol style="list-style-type: none"> Incentive Systems 	GRI SRS 102-35 GRI SRS 102-38
	<ol style="list-style-type: none"> Stakeholder Engagement 	GRI SRS 102-44
	<ol style="list-style-type: none"> Innovation and Product Management 	G4-FS11
ENVIRONMENT	<ol style="list-style-type: none"> Usage of Natural Resources Resource-Management 	GRI SRS 301-1 GRI SRS 302-1 GRI SRS 302-4 GRI SRS 303-3 (2018) GRI SRS 306-2 (2020)*
	<ol style="list-style-type: none"> Climate-Relevant Emissions 	GRI SRS 305-1 GRI SRS 305-2 GRI SRS 305-3 GRI SRS 305-5
SOCIETY	<ol style="list-style-type: none"> Employment Rights Equal-Opportunities Qualifications 	GRI SRS 403-4 (2018) GRI SRS 403-9 (2018) GRI SRS 403-10 (2018) GRI SRS 404-1 GRI SRS 405-1 GRI SRS 406-1
	<ol style="list-style-type: none"> Human Rights 	GRI SRS 412-3 GRI SRS 412-1 GRI SRS 414-1 GRI SRS 414-2
	<ol style="list-style-type: none"> Corporate-Citizenship 	GRI SRS 201-1
	<ol style="list-style-type: none"> Political Influence 	GRI SRS 415-1
	<ol style="list-style-type: none"> Conduct that Complies with the Law and Policy 	GRI SRS 205-1 GRI SRS 205-3 GRI SRS 419-1

*GRI has adapted GRI SRS 306 (Waste). The revised version comes into force on 01.01.2022. In the course of this, the numbering for reporting on waste generated has changed from 306-2 to 306-3.