

Stakeholder dialogue

We have identified all groups that have an interest in our company and are concerned with sustainability and energy issues. These include employees, customers, suppliers, investors, shareholders, authorities, associations and NGOs.

Identification and selection of stakeholders:

When identifying the stakeholders, we analyzed their requirements, interests and expectations. This was done through direct exchange, the business model and the analysis of documents such as position papers. We divided the stakeholders into internal (employees, shareholders, advisory board) and external (customers, suppliers, investors, politicians, authorities, associations, NGOs) groups and took their concerns into account in our process.

External stakeholders

Customers:

- Invitations to webinars on topics such as CO₂ pricing, climate policy and its impact on business models.
- Annual meetings for customer loyalty and feedback.
- Regular customer surveys on satisfaction and relevant energy topics, such as green energy solutions and efficient processes.
- Direct feedback on Luana services and customer perception.

Investors (banks and insurance companies):

- Regular exchange with banks and insurance companies at management level and through specialist departments.
- Annual meetings with lenders, which include comprehensive questions and information on corporate strategy.
- Discussion of the corporate strategy and feedback from the perspective of the capital markets.
- Information on the requirements for sustainable financing and ESG criteria.

Politics, associations and authorities:

- Involvement in associations and memberships.
- Political exchange on topics such as energy policy and legislative changes.
- Continuous communication on market developments and statements on energy and environmental policy issues.

Suppliers:

- Exchange of information with service providers to promote mutually beneficial cooperation.
- Updates on business changes and innovations.

Public and NGOs:

- Partnerships with cities (e.g. Hamburg) and industry stakeholders (e.g. ZIA, DENEFF).
- Ongoing exchange on relevant initiatives and project developments.
- Cooperation with scientific institutions and social projects (e.g. Diversity Charter).

Internal stakeholders

Employees:

- Provision of information via the intranet, regular information mailings

Newsletters:

- Conducting employee satisfaction surveys.
- Regular meetings and annual dialog with employees.

- Cooperation with the so-called “CultureClub” to promote corporate goals and culture.

Shareholders and Supervisory Board:

- Regular meetings to coordinate with shareholders and the Supervisory Board.
- Strategic discussions on opportunities and risks, including performance assessments.

Our sustainability strategy

The real estate sector should be CO₂-neutral by 2045. In order to achieve the ambitious goals of the Climate Protection Act, we implement ecological and economical energy solutions from a single source for our customers in the real estate industry - heat, electricity, e-mobility, CO₂ monitoring, site grids.

The energy transition cannot succeed with the expansion of renewable energies alone. In order to be able to cover energy requirements in the future, we need to reduce them: by saving energy and becoming more efficient. Our services support the real estate industry in its own NET-Zero strategy in a cost-efficient and sustainable way. On our path to CO₂ neutrality, we are focusing on intelligent and sustainable energy solutions (green solutions) in order to provide our customers with heat and electricity in a more environmentally friendly way year after year. By increasing the use of green technologies and environmentally friendly fuels, we are making our portfolio climate-neutral in the long term. This means that our customers in particular will benefit from the complete decarbonization we are aiming for.

In addition to the Environment (E) topic area, which is directly related to our core business, our sustainability strategy also includes action plans for Social (S) and Governance (G), which we aim to implement by 2030. We are committed to acting responsibly and transparently in order to fulfill the trust placed in us by our customers, our employees and society. This means that we also take into account their short- and long-term impact on the environment and society when making daily business decisions.

We are committed to the 17 Sustainability Development Goals (SDGs) of the United Nations. As part of our business activities, we have the greatest influence on SDGs 7, 9 and 13. We also make an important contribution to SDGs 3, 5 and 8.

High influence



SDG 7: Affordable and clean energy

We accompany our customers on their way to Net Zero: we support them in saving fuels and switching to low-emission and emission-free forms of heat and electricity generation in a sensible and cost-efficient manner. We make a significant contribution to increasing the share of renewable energies.



SDG 9: Industry, innovation und infrastructure

Through innovative products and services, we promote a sustainable energy supply and help other companies to decarbonize their real estate portfolios with modern solutions.



SDG 13: Climate action

With our innovative solutions and services, we support our customers in improving their energy efficiency in order to permanently reduce CO₂ emissions.



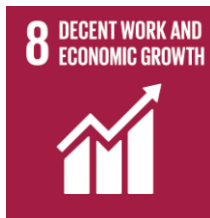
SDG 3: Good health and well-being

Through the 360° Safety Culture we have developed, we focus on the health and protection of our employees. Workplace safety is our top priority; we also promote health and mental well-being. During the Covid-19 pandemic, we implemented comprehensive protective measures.



SDG 5: Gender equality

We focus on equal opportunities for men and women, but we are also concerned with inclusion and diversity. We want to promote diversity and benefit from it.



SDG 8: Decent work and economic growth

We take responsibility by creating and maintaining sustainable, decent jobs. In future, we also want human rights and social and environmental standards to be more firmly anchored in our supply chains.