



ista

KNOWING WHAT COUNTS

Progress
Report
2022/23



CONTENTS

11



17

24



ista is an international leader in the management of energy and water consumption. We offer our customers smart technologies and services for the optimal use of the earth's valuable resources. Our products and services help increase transparency and efficiency and reduce CO₂ emissions. That is how we make our buildings future-viable and future-proof for their owners and tenants.

Preface	2
Highlights	3
Sustainability Strategy	4
Mission Zero	5
Potential	6
Standards & Goals	8

Perspectives	11
Customers and Tenants	12
Employees	18
Partners and Society	25

Key Figures	30
Background	35
About this Report	35
Imprint	36



HAGEN LESSING,
CEO ista SE

DEAR READERS,

The crises of recent months have once again clearly brought home to us how important it is to use energy and natural resources efficiently. Supply bottlenecks and rising gas, electricity and oil prices are hitting many consumers and companies hard. However, in the face of such enormous challenges, it has also become clear that together we can achieve a great deal - for efficient energy management and for the climate goals we have set ourselves as a society, both nationally and internationally.

The building sector can make a crucial contribution. In 2022, tenants used 7% less heating energy on a weather-adjusted basis than in the previous year. That is an impressive saving, which once again demonstrates that user behaviour is a key lever for saving energy and thus reducing harmful emissions. The more information users have on their energy consumption, the better they can control it and so reduce costs and protect the environment.

ista has the right tools to hand for this: our product EcoTrend encourages residents to save energy by providing them with monthly information on their consumption; with the MinuteView service we make it easy for companies to run their commercial properties in an energy-efficient manner thanks to consumption figures which are updated daily. And with

our new product, the ESG Manager, we record all the energy consumption figures of entire building stocks and help our customers to manage them in line with their sustainability goals.

Despite the challenges that the pandemic, the energy crisis and supply bottlenecks presented us with in 2022, we have steadfastly kept to our net-zero strategy and remained on course. ista has switched yet more of its own vehicle fleet to sustainable mobility. We have also come a great deal closer to our goal of using only electricity from renewable energy sources at our sites by 2030. In Germany, the proportion of green power we use is already 81%.

We know what counts when it comes to energy management and climate protection. Let us work together towards a sustainable future!

Yours,

HAGEN LESSING



HIGH-LIGHTS

We have created **313** new jobs worldwide.

⇒ EMPLOYEES

73%

of the ista Group's **electricity consumption** comes from **renewable energies**.

⇒ ENVIRONMENT

The full-radio ratio has risen to

48.1%.

⇒ CUSTOMERS & TENANTS

We have reduced our **electricity and heat consumption** by

2,637 GIGAJOULES.

⇒ ENVIRONMENT

Our carbon footprint has decreased by

294 TONNES

and is now **1.30 tonnes per FTE.**

⇒ STRATEGY



MOTIVATION

“WHAT COUNTS FOR ME is that we have a clear roadmap with specific initiatives to achieve our net-zero goal.”

LIN BRAATZ,
Head of Procurement & Supply Chain



NET-ZERO ROADMAP

Every step counts on the way to zero CO₂

ista wants to make a decisive contribution to climate protection so as to leave future generations a planet that is worth living on. In the summer of 2021, we set ourselves an ambitious climate protection goal: we intend to cut our emissions to net zero by 2030.

In the first step, we analysed our carbon footprint and quickly identified measures with which we can reduce emissions quickly and effectively.

A look at the latest key figures shows that we are already on the right track. We have made our Travel Policy, our vehicle fleet and the energy supplies in our properties climate-friendly and managed to cut our CO₂ emissions by 22% compared with 2019. This is all the more remarkable as we saw sales grow by 15% in the same period.

We are now in the final stage of drawing up a detailed roadmap with which we intend to achieve the net-zero goal. In it, we have set specific milestones and developed binding policies for all countries and locations. A joint

database will help us to measure our progress in the years to come and make adjustments, where necessary.

We already know that our vehicle fleet and the energy supplies in our properties are crucial to achieving our net-zero goal. We will switch our fleet of vehicles to 100% e-mobility by 2030 and only use energy from renewable sources for the buildings ista manages. We are also creating an environment where every single person can make a contribution and are making our employees aware of the need to use resources responsibly.

- Electrification of the fleet and renewable energies are crucial to achieving the net-zero goal
- Specific measures and binding policies for all countries and locations
- Joint database makes progress transparent and measurable



GMBH BECOMES AN SE ista on course for international growth

ista is one of the global leaders in the energy management of buildings. We help our customers to accurately record heating energy and hot water consumption and manage the energy supplies of their properties efficiently and sustainably. With smart digital solutions, we make it easy for them to save energy and reduce their CO₂ emissions.

We assist housing companies with their billing work and communication with residents, for example by providing monthly consumption information that creates incentives for climate-friendly behaviour. On the commercial property side, the services we offer range from all-in energy management to customised analyses, for example for our customers' ESG reporting.

With effect from 1 September 2022, ista adopted the legal form of a Societas Europaea (SE). The previous ista Deutschland GmbH and ista International GmbH were merged to become ista SE. With this conversion, we are reinforcing our strategy of international growth and underlining ista's focus on the European market and beyond. ista SE currently operates in 22 countries and has some 6,000 employees. Our head office is in the Ruhr metropolis of Essen. In 2022, we recorded global sales of € 1,036.7 million. Total capitalisation amounted to some € 4.1 billion.



HEATING COSTS IN 2022

Households cut energy consumption by 7%

An anonymised evaluation conducted by ista showed that, weather-adjusted, roughly 7% less heating energy was used in gas-heated apartment buildings in 2022 than in the previous year as a result of consumers' energy-conscious behaviour (based on a study of 57,000 properties with 503,000 households, approx. 20% of our billing portfolio). Media reports on the energy crisis and greater consumption and cost transparency are likely to have helped encourage tenants to save energy. As this subject did not really hit the headlines until the second half of 2022, it can be assumed that savings in this period were even approx. 14%.

The study shows consumers can save energy effectively if they want to. This not only reduces costs but also CO₂. Therefore, ista is in favour of promoting and extending incentives to save energy through regular consumption information. Many tenants are expected to receive a partial refund on their heating cost prepayments for 2022. But this signal is deceptive: price increases take time to filter through to and impact on households. A model calculation made by ista for 2023 showed that households with gas-fired heating can expect their heating costs to increase by 64 to 116%, depending on the weather and their heating behaviour.

ENERGY CRISIS: A WAKE-UP CALL

Consumption behaviour offers potential for climate protection

The energy crisis in the last few months has been a wake-up call for many people. 14% less heating energy used in the second half of 2022, that is an impressive saving in German homes. It clearly demonstrates that the human factor is a crucial element in climate protection. Consumer behaviour plays an important role in saving energy and reducing greenhouse gases. In our opinion, this potential is far from being exhausted.

With its smart digital solutions, ista can increase people's motivation to adopt pro-environmental behaviour. Our product EcoTrend already offers monthly information on heating energy and hot water consumption. The app also provides information on expected cost developments. The

generation and consumption of heat in buildings are often recorded in digital form, but the opportunities that this presents have not yet been consistently exploited.

This is also partly due to current regulations, which are preventing daily updated information on consumption, for example. The aim should be for consumers to be able to look at their mobile phone every day, as they do with their online banking accounts, and see: what is my current consumption? Is it higher than last week? What costs does that mean? Should I change my behaviour? Technically, this would already be possible. Now it is high time for politicians to also act and set the right wheels in motion.





SUSTAINABILITY

Our five fields of action

We help people save energy and protect the climate. That is the core of our sustainability strategy. To achieve this, we engage in five fields of action:

- 1** We lead by example and champion **environmental and climate protection** – at all company locations.
- 2** In our **markets** we sell innovative products and services that enable our customers to behave in a climate-conscious manner and protect the environment.
- 3** We offer our **employees** attractive working conditions and a motivating corporate culture.
- 4** To make our entire value chain sustainable, we attach great importance to ecologically and socially conscious action, also in our dealings with our **partners**.
- 5** We are engaged for the benefit of **society**, sharing our knowledge of energy management and climate protection and promoting awareness of sustainability.

This is how we work together to achieve high sustainability standards and our goal of a CO₂-free future.



ESG FINANCING

Committed to ambitious goals

We are focused on sustainability in all areas. That is why we link our financing to ista’s ambitious sustainability goals. In June 2022, we issued a further ESG-linked Schuldschein as part of a refinancing transaction. ESG stands for “Environmental, Social, Governance” and refers to the environmental, social engagement and corporate governance aspects by which a company’s sustainability strategy is measured. As with all other financing components, the interest rate for the Schuldschein depends directly on how sustainably we operate: if we achieve our sustainability targets, interest rates fall, and if we fail to meet our targets, they rise. We have set specific targets together with the banks involved. The data are independently and neutrally audited by SGS Institut Fresenius GmbH.

“In the foreseeable future, the way companies deal with the issue of sustainability and their own carbon footprint will have a significant impact on their financing conditions. In our case, our corporate financing is already acting today as an incentive for us to achieve our goals.”



THOMAS LEMPER,
CFO ista SE



Standards and principles

If we are to shape sustainable change effectively, we need clear principles for action. In this, we are guided by external standards and internal guidelines. As a signatory of the United Nations Global Compact, we have committed to standing up for fundamental human rights, labour standards and environmental protection and to combating corruption. In this progress report, we show how we implement the ten principles of the Global Compact in our business activities.

Human rights and international ethical standards

Our Code of Conduct requires all employees of the ista Group to comply with international human rights, labour, anti-corruption and data protection standards. Internal policies explain in more detail our requirements for conduct on specific topics such as environmental protection or corruption and bribery. Our compliance management system helps us ensure that all requirements are met throughout the Group. The adequacy of ista's compliance management system was confirmed by an independent auditor in 2022 in accordance with IDW auditing standard (IDW PS 980) for the "anti-corruption" sub-area. Our

Supplier Code requires our suppliers throughout the world to comply with fundamental environmental, social and governance standards, including the principles of the UN Global Compact.

National and European environmental and climate policies

With our innovative solutions for energy management and our Group-wide environmental management, we are making an important contribution to achieving the goals of the European Green Deal and the German government's Climate Protection Law: a climate-neutral Germany by 2045 and Europe by 2050 as well as a resource-saving circular economy.

We are proactively responding to current legislative processes, such as the implementation of the European Energy Efficiency Directive or the European Buildings Directive, which will become increasingly important for our business model, and are developing tailored solutions for our customers.



COMPLIANCE: web-based training available throughout the world

We are committed to integrity and expect our employees and suppliers to comply with our Code of Conduct at all times. The Corporate Compliance department has offered web-based Code of Conduct training on our Group-wide training platform, istaLEARN, since March 2022 to familiarise our employees with the contents. It is mandatory for all 6,000 ista employees worldwide. New employees are automatically registered for the training.

In spring 2023, the Corporate Compliance department introduced a further training

course. Compliance Training 2023 includes revised content on avoiding corruption and bribery as well as on fair competitive behaviour, preventing fraud and dealing with conflicts of interest. The employees have four weeks to complete the training. They will have to refresh the compliance training every year in future.

The fact that we can offer the training in web-based form also fits in with the "video first" principle of our Travel Policy: this way we avoid travel and therefore emissions.

Sustainable Development Goals (SDGs)

The 17 sustainable development goals (SDGs) of the United Nations also guide our actions. We are focusing on seven of the SDGs. On our website, you will learn more about how we contribute in detail to these goals.





CYBERATTACK

Safety standards tightened further

Despite comprehensive security precautions, ista was the victim of a cyberattack by a criminal hacker group on 25 July 2022. According to Germany's digital association, Bitkom, the number of such attacks is increasing exponentially all over the world. 9 out of 10 companies in Germany have already been victims of data theft, espionage or sabotage. Immediately after detecting the cyberattack, we activated our security protocols, disconnected all systems from the Net and thus ended the attack immediately. A crisis team - supported by specialised IT forensic experts - was tasked with further investigating the incident. We informed our customers about the findings on our website. We immediately reported the incident to the competent supervisory

authority for data protection in North Rhine-Westphalia and also to the police.

After the attack we were able to quickly restore our data and systems. The hackers were not able to access any meters or metering devices and no readings were lost. The readings were and still are being correctly transmitted to us. There was no interruption to the recording of consumption. After the attack, we once again tightened our already high security standards.

Sustainability is our core task

Smart structures:

Sustainability is the core of ista's corporate strategy. The Management Board is directly responsible for our sustainability activities. A team of ESG experts supports strategy development and coordinates pan-Group sustainability projects and processes. The sustainability delegates coordinate our activities at international level and bring ideas from the countries to the table.

Smart processes:

To implement our sustainability strategy, we combine classic management systems with new, agile approaches.

Smart tools:

Our corporate sustainability software makes it easier for us to manage our sustainability goals throughout the Group, track progress and collect the sustainability key figures from all branches worldwide.





GOALS AND PROGRESS

We have formulated a clear goal for each field of action in our sustainability strategy. We regularly measure our progress on this basis.

Our current status

Our goal

1 ENVIRONMENT

Total CO₂ emissions at ista in 2022: **7,261 tonnes**. Total CO₂ emissions per employee (FTE) at ista in 2022: **1.30 tonnes**

We will be CO₂-free (net zero) by 2030: by acting in a resource-saving manner in all areas of our business (scope 1 and 2 as well as selected scope 3 categories).

2 MARKETS

Average CO₂ savings in properties with heating cost billing since 2018 per rental unit (as at 2022): **-4.74%**

We will help our customers/users **reduce their CO₂ emissions by 20% by 2030** (base year: 2018).

3 EMPLOYEES

In 2022, ista employees in Germany completed a total of **1,277 days of training**. Across the Group, we recorded around 12,000 course completions on our digital learning platform in the first year of its existence.

We invest in our employees with apprenticeships, training courses and coaching so they can reach their full potential – analogly and digitally.

4 PARTNERS

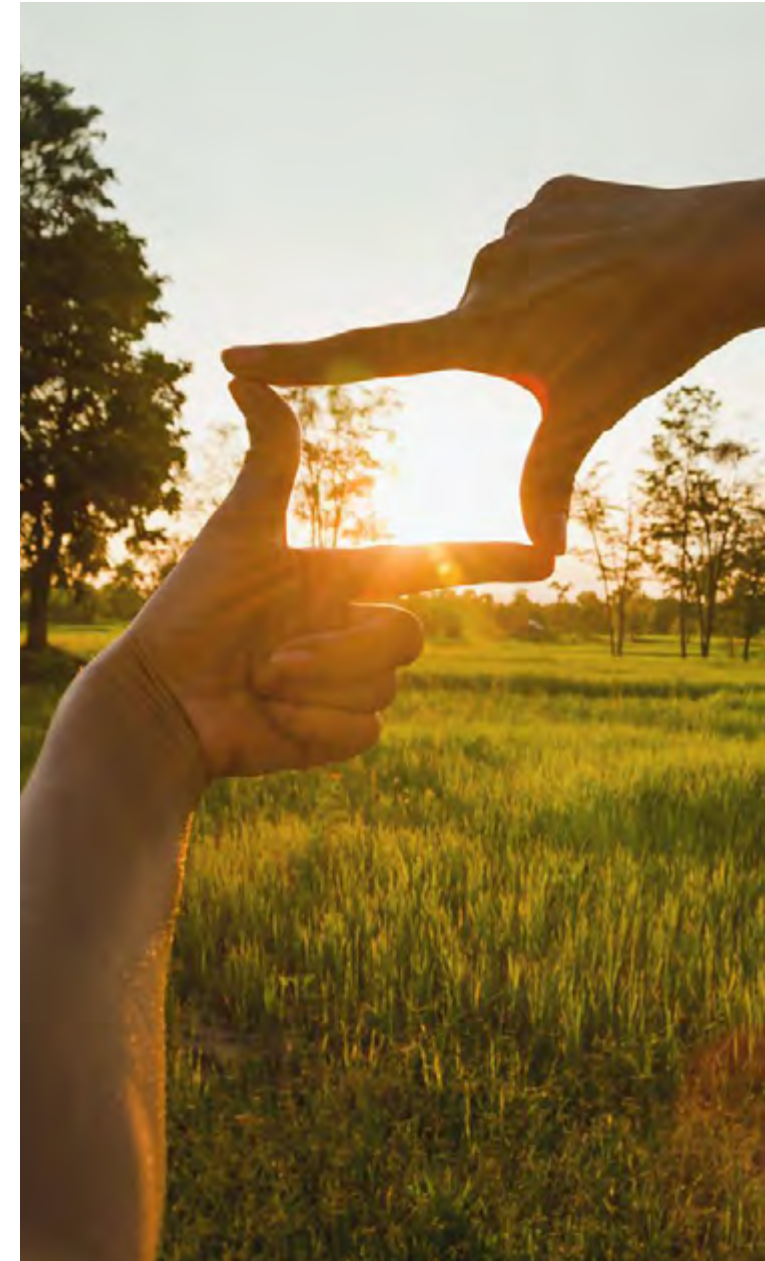
The carbon footprint of our supply chain (air, sea and road freight) in 2022: **1,751 tonnes**

We will agree sustainability targets **with selected strategic suppliers in our supply chain by the end of 2023.**

5 SOCIETY

Number of hours worked for climate protection in 2022: **769 hours**

We will create opportunities for our employees **to invest at least 5,000 hours a year in promoting climate protection, energy awareness and social engagement in society.**





TRANSPARENCY

“WHAT COUNTS FOR ME is that we see sustainable solutions through the eyes of our customers.”

DANIEL GLUBRECHT,
Product Owner

Focus on:





MANAGING ESG at all levels

With the ESG Manager (short for Environmental, Social & Governance), we give our customers a tool to manage their ESG-relevant data efficiently and achieve their sustainability goals. With this new product, energy consumption, CO₂ emissions and the associated costs can be transparently recorded and analysed – both at building level and for the entire portfolio. In this way, we provide a reliable database for every ESG strategy.

The ESG Manager can be fed with heating energy and hot water consumption data previously recorded by ista, thus enabling – from the very outset – customers to report up to 75% of total emissions at building level. Thanks to API interfaces and manual upload functionalities, it is very

easy to integrate smart metering data for electricity and gas consumption. Waste data can also be fed in. This openness and flexibility are the foundation for successful ESG data management.

Furthermore, the ESG Manager offers extensive options for comparison with ista’s data pool, which is fed with data from 38 million metering devices in 14 million residential and commercial properties worldwide. All consumption and emission data can be exported ready for use according to the usual reporting standards, such as ECORE or GRESB. The onboarding service of the ESG Manager also supports our customers with the reporting and implementation of their sustainability strategy.



The first version of the ESG Manager has been on the market since January 2023, delivering our customers future-focused ESG data management to maintain the value of their buildings over the long term.

- Can be used immediately for implementing an ESG strategy as a large data pool is already available
- Open and flexible ESG data management for the building sector
- A wide range of comparison and reporting features

“The ESG Manager makes ESG data management simple – particularly thanks to the extensive consumption data already available from ista.”



DANIEL GLUBRECHT,
Product Owner
ESG Manager

KNOWING WHAT COUNTS

Daniel Glubrecht tells us how ista makes ESG data transparent.

[Find out more on ista’s Content World page](#)





EcoTrend Saving energy through transparency

EcoTrend gives residents monthly information about their heat and hot water consumption in accordance with the EU Energy Efficiency Directive (EED). Comparisons with the previous month and year as well as with the average household provide additional incentives to save energy and protect the climate. One in two residents already receives the information digitally, via e-mail, app or the web; information by post is also still possible. In future, we want to persuade more residents to use our digital services by offering additional features. EcoTrend has already been activated for over 1.7 million of our users since the beginning of 2022, and demand is growing.



GAS PRICE BRAKE ETC. Knowing what counts – by webinar

When it comes to practical knowledge and the latest information about the real estate industry, our customers can count on us. With our webinar offerings we keep them up to date. The live webinar on the gas price brake and the new Carbon Dioxide Cost Sharing Act was viewed by around 5,500 people on 9 March 2023. A further webinar going deeper into the subject of carbon dioxide cost sharing will be held in the second quarter. With its own film studio at Head Office, ista has the best technical conditions to offer regular webinars on current topics in the future.



MinuteView Transparent consumption for commercial properties

MinuteView helps our customers to manage energy in commercial properties, such as office buildings, shopping centres or business parks. The system records all electricity, gas, water and heat consumption data and creates transparency beyond the boundaries of a building, location and country. So savings potential can be readily identified. Practice shows that MinuteView reduces energy consumption in commercial properties by up to 15%. The system qualifies for state subsidies in Germany and is already in use with 37,000 active meter points in 12 countries..



EnSikuMaV Providing information made easy

On our web portal, we offer customers and users two digital solutions to inform their tenants about their energy consumption, probable costs and energy-saving potential. According to the Federal Government's Ordinance on Securing the Energy Supply Through Measures Effective in the Short Term (EnSikuMaV), providing this information is mandatory for residential properties with gas-fired heating systems or district heating. Our solutions make it easier to meet the statutory requirements – and create incentives for tenants to save energy and protect the climate.



“In times of sharply rising energy prices, Sophia helps our customers reduce their CO₂ emissions and costs quickly and effectively without replacing the heating system.”



OLIVER SCHLODDER,
CSO ista SE

HEATING MODULE SOPHIA

Because smart heating control pays off

Sophia is a smart module for heating system control that helps existing installations operate in a more efficient and climate-friendly manner. With smart algorithms, Sophia optimises the operation of the central heating system around the clock and adjusts the amount of energy supplied to the actual requirements of the building. The control module also takes the weather conditions and the residents' heating habits into account.

This service functions completely autonomously with nearly every standard heating system and can be integrated and put into operation without manual intervention in just a few hours. With Sophia, gas consumption and therefore CO₂ emissions can be cut by 15 to 35%; in some cases even by up to 50%. The module can significantly reduce emissions and costs, especially with older heating systems. Therefore, in cases where a heating system cannot be replaced in the short term, it provides a good interim solution.

Sophia was first used in Spain. With effect from 1 January 2023, ista took over the Spanish service provider Wintel/Habidat, which had developed the system. ista is putting Sophia on the market in Germany, Austria, Italy and Switzerland in 2023. The smart heating control module is also being

tested in selected school buildings as part of our sustainability project “ista schools in energy efficiency”.

The acquisition has expanded ista's service portfolio for smart energy management. With Sophia, we are helping our customers and users already reduce the heating energy consumption and emissions of existing heating systems and thus cut costs and reduce their carbon footprint.

- Smart service for climate-friendly heating control
- Compatible with nearly all standard heating systems
- Cuts emissions by 15 to 35% – in some cases by up to 50%



GOAL

We will help our customers and users reduce their CO₂ emissions by 20% by 2030 (base year: 2018).





HEAT METER ULTEGO

We are focusing on ultrasound and radio

Our heat meter ultego III smart (plus) measures heating energy using ultrasound and therefore achieves the highest possible metering accuracy. In future, the new model will not require an external radio module for remote reading: the meter is equipped with an additional circuit board and is therefore radio-capable itself.

This does not just reduce the amount of material needed during production, thus conserving resources. Transport is also cheaper and less CO₂-intensive due to the lower weight per unit. The installation process on site is also simpler. Instead of two devices, only one will be mounted in future, and the radio function can be easily activated at the touch of a button.

With the new model, we are bringing another important ista product up to date with an integrated radio module. Production of the new ultego starts in the second quarter of 2023. The first devices can be installed in the third quarter. We are expecting demand for 100,000 units a year.



“With a radio module on board, our heat meter ultego III smart (plus) is contributing to climate protection: through less material and fewer emissions.”



DR. BERND SCHULTE,
Product Owner
Volume & Heat Meters



BRASS

Recycling creates work with added social value

We remove brass from old devices and recycle it. In this way, we contribute to the economical use of this valuable resource. In 2022, we recovered and recycled 140 tonnes of brass. To do this work, we cooperate with our long-standing partner company, the Haus Hall workshops, where people with and without disabilities work side by side.



REMOTE METER-READING

Radio technology reduces travel

We are constantly increasing the proportion of radio-readable devices in our properties in order to reduce car travel and thus carbon dioxide. The proportion of fully radio devices was 48.1% in December 2022. That is 5.0 percentage points more than in December 2021 (43.1%).



HEATING COST BILLING

Digital is first choice

In order to conserve resources, we make heating cost bills available to our customers in digital form on the web portal. Today, 80% of our customers already use our digital services for heating cost billing, and we are continuously working on making these services even more attractive in order to increase the rate of digitalisation.



BILLING INFORMATION

Transparency encourages climate protection

Our heating cost bills include many details and comparisons to encourage tenants to behave in a climate-friendly way. For example, we provide information on the energy mix and associated emissions as well as on consumption in the previous two billing periods and give the consumption of a comparable average household as a comparison. So we make it easy for our customers to meet the requirements of the Heating Cost Ordinance, which entered into force in December 2021, and create transparency for their tenants. After all, only people who can compare their consumption to that in similar buildings know what counts when it comes to protecting the climate.



facilioo

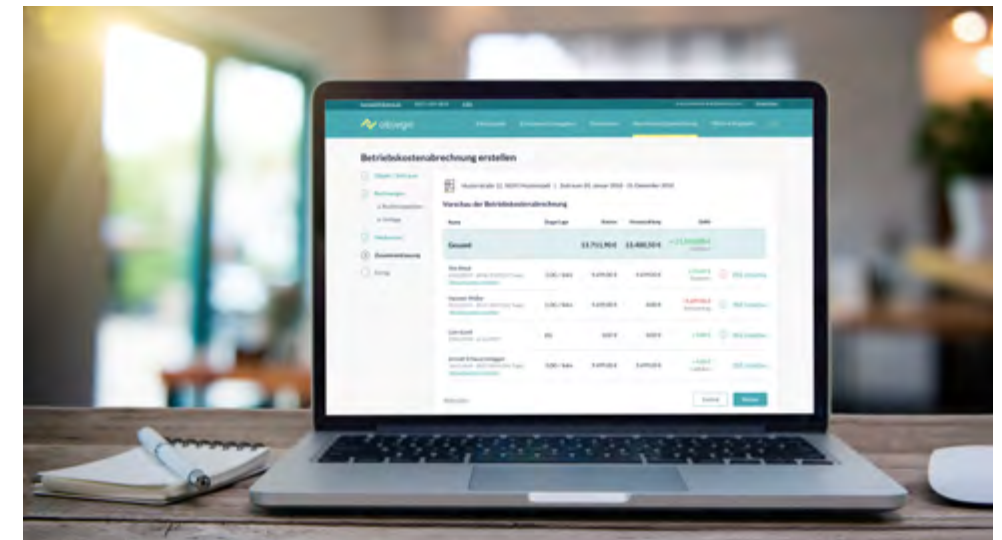
Digital document mailing conserves resources

With our partner facilioo, we offer property managers a real estate management tool to send all kinds of documents not only in just a matter of minutes, but also efficiently. facilioo automatically recognises the best delivery method for each recipient: app, e-mail or e-post. Thanks to the e-post connection, the document is only printed out at the dispatch centre closest to the recipient. This shortens dispatch routes and is cheaper.

OBJEGO

All-in property management service

The objego software helps our customers manage their properties. Ancillary cost bills are particularly easy to prepare with it. New features include digital billing of consumption and the download of important documents, such as legally binding tenancy agreements. Following the addition of these and other new functions, the previously free product is now offered in various price packages and was able to sign up several thousand paying customers within a few weeks. The number of users more than trebled in 2022.





“WHAT COUNTS FOR US is that sustainability at ista is a pan-team mission.”

KHATEREH TADI,
Chapter Lead Agile Coaching and
NILÜFER CETINKAYA,
Agile Team Coach

Focus on:



ENGAGEMENT



AGILE@SCALE

Flexible collaboration with a focus

The world is continually changing – we are changing with it. We have introduced agile working methods in order to meet the needs of our customers in an even more targeted manner. We develop new ideas and products together in flexible teams with a diverse range of skills. The focus is always on what our customers need. So we can concentrate fully on what counts: tailored solutions for energy efficiency in the building sector.

1 July 2022 was the day when our Agile@Scale programme went live at Head Office. It was preceded by months of intensive preparation. In ista's largest training drive ever, more than 1,000 colleagues were prepared by agile coaches for their new roles. At the kick-off event for Agile@Scale, CEO Hagen Lessing stressed the opportunities offered by cross-functional collaboration and thanked the employees for placing their trust in the change process.



The first results of Agile@Scale are quite impressive: some departments are already working more efficiently and faster. We have succeeded in accelerating processes, especially in product development. For us, it is important to bring about change step by step and in a sustainable way. That is why we have introduced numerous discussion formats to involve employees and give experienced colleagues in particular the opportunity to contribute their expertise.

We use agile principles not only for work in the teams, but also at company level. For the first time, we have drawn up a standardised list of priorities for ista, thus making the tasks of the agile teams and all departments transparent. It is drawn up for the entire company in a quarterly business review cycle. Training courses and role-specific training with agile coaches continue to provide support for the employees and anchor the agile way of working at ista. In 2023, we would like to extend Agile@Scale to other areas of the company as well as locations outside Germany.

- Agile working in cross-functional teams
- Stronger focus on customer needs and tailored solutions
- Intensive training providing development opportunities for employees

“We want to continue to develop together with Agile@Scale so we can be faster in finding innovative solutions that help protect the climate.”



VANESSA WANDENELIS,
Senior Manager
Corporate Strategy



KNOWING WHAT COUNTS

Khatereh Tadj and Nilüfer Cetinkaya explain how agile working methods are revolutionizing collaboration at ista.

[Find out more on ista's Content World page](#)



ista FRANCE gives bees a home

Together with the organisation Un toit pour les abeilles (eng. A roof for bees), ista France planted 15 m² of wildflower meadow for each employee that took part in istaVOICE. So a total of 10,000 m² of wasteland was planted with wildflowers, where bees and other nectar-gatherers find food and are not threatened by pesticides.



GOALS

- We will be CO₂-free (net zero) by 2030: by acting in a resource-saving manner in all areas of our business (scope 1 and 2 as well as selected scope 3 categories).
- We invest in our employees with apprenticeships, training courses and coaching so they can reach their full potential – analogly and digitally.

istaVOICE Team spirit and engagement in climate protection

Our employees are firmly committed to ista's climate goals: 78% like to get personally involved so ista achieves net zero by 2030. This is what the results of our international employee survey istaVOICE 2022 show. At Head Office it was even 89% who agreed with this statement. Team solidarity also scored highly; for 89% a particular strength of ista. 80% of our employees took part in the survey.



DIVERSITY CHARTER Greater visibility for diversity

We are convinced that diversity makes teams more creative and successful, and have long been committed to diversity at ista. In May 2023, ista signed the Diversity Charter, a voluntary commitment to promote diversity in the working world. This is our public commitment to what we already live in our daily work: diversity, mutual respect and team spirit.



ista LEARN

Learning what counts simply, centrally and globally

Our istaLEARN portal has been the gateway to the personal learning journeys of some 6,000 employees for over a year now. The international, group-wide learning platform was launched on 14 February 2022. It now centralises all ista’s training offerings in one place. istaLEARN makes it easy for employees to book, complete and manage their courses and also receive personal feedback in digital form.

The first company-wide training which we conducted on istaLEARN last year was the web-based Code of Conduct training, which is compulsory for all 6,000 employees. All new employees are automatically registered and have four weeks to complete the training. In total, our employees have completed just under 16,000 courses since the platform launch. More and more departments are showing interest in putting their own training content on the platform.

In the coming months, we will be further expanding our training offering and want to see the platform also being used even more internationally. For example, we will offer our successful training on female empowerment and many specialised training sessions with company-specific content on istaLEARN, and will set up further worldwide mandatory training courses.

In the next step, we would like to connect our sister company, ista Customer Service GmbH, to istaLEARN and enable the employees at the international sites to make local content available. Furthermore, our ista service partners are also to receive training via istaLEARN.

- Central, comprehensive, international learning platform
- Steadily growing range of courses on specific topics and soft skills
- International sites and ista service partners to be linked in

“Thanks to istaLEARN we have the chance to provide our employees with training worldwide, regardless of the time of day and where they are. They can choose the right course from a wide range and obtain comprehensive training.”



LEONIE HÖRCHER,
Specialist Learning & Development

LEADERSHIP ACADEMY

Focus on the leadership culture

Our Leadership Academy is responsible for appointing and onboarding all managers in Germany as well as for all training for people taking on and filling leadership roles. In 2023, we are putting more focus on the topic of leadership and the leadership culture at ista as a whole. At our Leadership Culture Conference in February, we translated our leadership principles into practical skills for everyday business. This will be followed by training sessions focusing on feedback: what kind of dialogue offerings do we need so our employees know at all times what counts? In 2024, we plan to roll out the Leadership Academy internationally.





M365 & TEAMS

Reboot for smart and secure collaboration

Our employees use state-of-the-art Microsoft applications to make working together more efficient and easier. A secure and flexible digital workplace facilitates agile working and improves communication. M365, particularly Teams, gives us, for the first time, a central, internationally standardised system for digital collaboration at ista. It also makes video calls even easier. Following the launch in the autumn of 2022, nearly all 6,000 employees had access to the new system by the end of the year, and most of the workforce is already actively using it.

HEALTH & SAFETY

Lean processes for decisive action

The health and safety of our employees are dear to our hearts. That is why we regularly train our employees on accident risks. We have been able to simplify processes for transmitting the data needed to determine the accident frequency rate, which enables us to react more quickly to accidents. In 2022, the frequency rate fell slightly year-on-year from 0.44 to 0.42.



ENERGY IN OUR BUILDINGS

We believe in renewables

In our buildings, we are switching step by step to electricity and gas from renewable sources. At our sites in Germany, green electricity already covers 81% of our total energy needs. In 2021, it was still 67.6%. At international level, the proportion of green electricity used at ista is 73,0%.



GOOD-BYE PLASTICS

ista Netherlands goes reusable

There is no room for plastic plates and cups at our sites in the Netherlands now. The employees of ista Netherlands have decided to only use porcelain or glass plates and drinking vessels. In addition, since 2022, they no longer throw away coffee grounds but collect them from the coffee machines throughout the office building to be used for the production of compost, biofuel or green electricity. 1,100 litres of coffee grounds were collected in the first year.



SOCCER CUP

Team spirit unbroken after the pandemic interruption

The ista Soccer Cup was held again on 24 and 25 June 2022 for the first time since the start of the COVID-19 pandemic. Some 700 colleagues met up in Berlin for the biggest ista event and 23 football teams competed in an exciting tournament. In the final, the team from Berlin beat the iSS Polska team and won the cup.

In 2022, after a two-year interruption due to the pandemic, our Head Office in Essen once again invited employees to sign up for the company run; more employees join in each time it is held.

SAVING ENERGY IN ACCORDANCE WITH EnSikuMaV

Small steps, big effect

When it comes to saving energy, every kWh counts. That is why we have of course also implemented the requirements of the Federal Government's Ordinance on Securing the Energy Supply Through Measures Effective in the Short Term (EnSikuMaV) in our own buildings. In the autumn of 2022, we set up a project team at our Head Office to develop and implement concrete ideas for saving energy. Through many, small, individual measures, we managed to achieve impressive electricity and heat savings. At our Essen Head Office alone, from October to December 2022, we used a total of 80,000 kWh less gas and 20,000 kWh less electricity than in the previous year. We achieved this by taking the following steps:

- Hot water: we took the circulation heaters in the washrooms out of service.
- We encouraged our employees to take action themselves by giving them "Golden Rules for Saving Energy".

We would like to continue implementing these successful measures. We are currently considering whether we can also close the office building in 2023 between Christmas and New Year in order to continue saving as much energy as possible.

- Closing between the public holidays: between Christmas and New Year's Day we closed the office building and therefore only heated one floor of 1,500 m² instead of 11,000 m².
- Reducing the room temperature: in accordance with the recommendations for public buildings, we only heated our rooms to 19 degrees instead of 21 degrees.
- Reducing the lighting: we reduced the lighting on outdoor car parks and in underground garages and optimised floor lights in the building with motion sensors so they switch off when there is no activity. We switched off the illumination of the ista logo at night.





COMPANY CAR POLICY

We are switching to electromobility

We want to reduce the CO₂ emissions of our fleet and switch step by step to sustainable mobility. In line with the new Company Car Policy, which entered into force in March 2023, we already ordered only hybrid and fully electric vehicles in the second half of 2022. The new policy applies to ista SE.

Since 15 March 2023, we have gone fully electric and now only order electric vehicles as company cars. There are currently no suitable e-vehicles available for our customer service fleet, but this

fleet is also to be switched to electric by 2026 at the latest. Our goal is for all ista vehicles to be electric by the summer of 2028.

We will also continue expanding our charging infrastructure. Electric vehicles can currently be charged at 11 ista sites in Germany. In 2023, we will install twelve new charging points at Head Office and prepare for six more.

“We are focusing on low-CO₂ electric mobility and plan to switch the entire ista fleet over to 100% e-vehicles by the summer of 2028.”



HARALD STOCK,
Central Service Lead

FLEET CONSUMPTION

More electricity, fewer kilometres

We currently have 42 hybrid and 40 fully electric vehicles in our fleet in Germany. Counting the 27 e-cars and 101 hybrid vehicles, which had already been ordered by the beginning of 2023, more than 60% of our fleet is already made up of low-emission vehicles. We have also reduced travel and clocked up fewer kilometres than in previous years despite the absence of the coronavirus effect in 2022. Compared with 2019, we therefore saved some 90,000 litres of road fuel in the reporting year. This is also one of the first measurable successes of the “video first” principle in our Travel Policy.





Focus on:



“WHAT COUNTS FOR US is that we join forces for a sustainable future.”

NILS PFINGSTEN,
Key Account Operations Manager
DAVID BERG,
Technical Supporter

SOLIDARITY



PAVING THE WAY FOR E-MOBILITY

Smart solutions to improve the charging infrastructure

We make emission-free mobility easier and more convenient. Together with partners in Germany and other European countries, we install e-charging stations in commercial and residential buildings. We have implemented most of the projects in the UK: together with our partner Drax, we equipped a total of 30 commercial properties with some 60 charging points in 2022. Our customers include various hotels and pub chains as well as one supermarket chain.

We also provide charging infrastructure for industrial and commercial customers in France. Together with our partner Qovoltis, we are also equipping residential buildings there with e-charging stations. Qovoltis has developed a smart solution that controls the availability of charging capacities

with artificial intelligence. The software ensures that all parties in apartment buildings get the required charge for their e-vehicles at the right time in line with their individual needs without overloading the charging capacity for the entire building. A smartphone app makes it very easy for users to place a charging order. Our first charging stations under the brand name “ista powered by Qovoltis” have been in operation since September 2022.

In Germany, we also offer e-charging stations for commercial properties together our sales partner Compleo. We started the first projects with the Adagio hotel group in Munich and Stuttgart at the beginning of 2023. We are in talks with numerous other customers.

- Charging points for commercial properties in Germany and elsewhere in Europe
- Smart control for apartment buildings with Qovoltis in France
- Individual tailoring of charging capacity thanks to artificial intelligence



“In 90% of all cases, people charge their electric vehicles at home. With our partner Qovoltis, we make this procedure in apartment buildings more simple, efficient and individual than ever before.”



LAURENT SIREIX,
CEO Region France



SUSTAINABLE SUPPLY CHAIN

Working together for climate protection and fair production

Acting responsibly and sustainably towards people and the environment is a key principle for us. As an international company with around 2,000 employees in Germany, ista is subject to the German Act on Corporate Due Diligence Obligations in Supply Chains, most of whose standards are already a matter of course for us. We will comply with all statutory due diligence requirements by 1 January 2024. As a signatory of the United Nations Global Compact, we have long since committed to paying special attention to respecting human rights as well as safety and labour standards. At our production sites in Asia, we work with long-standing partners to ensure that social and labour standards are reliably complied with there.

We are continually working on reducing the carbon dioxide emissions of our supply chain. This remains true even in the face of unforeseen events that directly impact our supply chain, such as the semiconductor crisis last year. In order to keep the emissions of our supply chain (air, sea and road freight) as low as possible, we check each supply order for its carbon dioxide emissions and decide in each case on the best offer in terms of emissions, costs and flexibility. We work primarily with partners who set themselves ambitious sustainability targets.

Whenever it is possible, we opt for sea freight in order to reduce our emissions. However, due to fluctuating availability and an overall uncertain market situation, we are currently still more dependent than usual on air freight to ensure our operations run smoothly. To reduce the proportion of air freight, we are optimising and digitalising our planning processes so we can plan order quantities and inventories even further in advance.

In the medium term, we would like to shorten our supply chain wherever that makes sense and produce more in Europe again. In this way, we will be able to not only effectively reduce carbon dioxide emissions but also counteract further risks in our supply chain.

- Standards of the new Supply Chain Act already largely met today
- Each freight quote checked with regard to emissions, costs and flexibility
- Processes optimised by shortening the supply chain where it makes sense or moving certain process steps to Europe

GOALS

- We will agree sustainability targets with selected strategic suppliers in our supply chain by the end of 2023.
- We will create opportunities for our employees to invest at least 5,000 hours a year in promoting climate protection, energy awareness and social engagement in society.



PROTECTING THE FOREST IN GUATEMALA Strengthening carbon sinks, off-setting emissions

We reduce our CO₂ emissions wherever possible. We compensate for the emissions which we cannot yet avoid by subscribing to selected projects. In 2022, we offset over 11,000 tonnes of CO₂ through a forest and climate protection project in Guatemala. The conservation project of the First Climate initiative prevents deforestation in the selected area and promotes sustainable forestry in order to preserve and strengthen the forest as a carbon sink.



LESSON ON THE CLIMATE AND BUILDINGS

First-hand knowledge

In our own programme “ista schools in energy efficiency”, we not only pass on our knowledge but also give practical tips on how to save energy. With this format, we have reached some 100 schools throughout Germany since 2017 and used games and experiments to raise children’s and young people’s awareness of climate protection in everyday life. “ista schools in energy efficiency” is introducing new content in 2023. In our new “Lesson on the climate and buildings”, our ista volunteers give pupils valuable tips on why it is important to have energy-efficient heating systems in schools and our homes and encourage them to improve climate protection and energy efficiency in buildings. We are initially testing the lesson in the cities of Essen and

Berlin. In future, the programme is to be rolled out throughout Germany and, if there is sufficient demand, expanded to include other countries.



ISTA SCHOOLS IN ENERGY EFFICIENCY

Understanding what matters in climate protection

With our project “ista schools in energy efficiency”, we want to get the young generation enthusiastic about climate protection and energy efficiency. The focus is on how children and young people can make a practical contribution to climate-friendly action with their own ideas and activities. Therefore, at the beginning of the 2022/23 school year, we launched the Climate Package Programme with our partner BildungsCent e. V. This programme is aimed at schools and educational institutions throughout Germany.

The free climate packages bring climate protection to life in the classroom with selected learning content and materials. Activities, such as a heating check, a climate-friendly week in the canteen or a clothes swap party, invite creative discussion of the six sectors of the Federal

Climate Change Act: energy, buildings, transport, agriculture and forestry as well as industry. With our expertise in energy efficiency in buildings, we helped to develop the appropriate package of topics and also support the programme financially. The Climate Package Programme runs until the end of 2024 and may be extended.

- Learning about energy saving in daily life through play
- Cooperation with the Germany-wide initiative BildungsCent e. V.
- Idea competitions and activities encourage climate-friendly action

KNOWING WHAT COUNTS

David Berg and Nils Pffingsten share their knowledge with pupils and get them enthusiastic about climate protection.

[Find out more on ista’s Content World page](#)





CORPORATE VOLUNTEERING DAY

Full steam ahead for a good cause

We accept social responsibility and champion social and ecological causes. In this spirit, we also encourage our employees to get actively involved and enable them to do at least 5,000 hours of volunteering a year.

On the ista Corporate Volunteering Day 2023 at Head Office, our employees helped to renovate children’s houses run by VKJ in Essen. VKJ provides facilities for children’s and youth work in social hotspots in the Ruhr area. Some ista employees painted walls, others spruced up the garden and repaired Bobby cars. While they were doing that, yet other colleagues taught the children to be energy detectives and went with them around the building in search of “energy guzzlers”. A third group joined in the city of Essen’s “SauberZauber” litter collection campaign and collected litter from the streets of Essen.

Our employees did a total of 272 hours of volunteering on the Volunteering Day 2023, taking us significantly closer to our target of 5,000 hours for 2023. In the 2022 reporting year, the total was 769 hours.

- Volunteering for social and ecological causes
- Children’s and youth work on our focal topics of energy saving and climate protection
- Clean-up campaign as a community event



“I’ll always remember how the head of the child day-care centre beamed when she saw the freshly painted walls.”



GÜNTER HALMANS,
Expert IT Consulting



EARTHQUAKE RELIEF FUNDRAISER

Because every euro counts

After the devastating earthquake in Turkey and Syria, ista supported the alliance of German aid organisations “Aktion Deutschland hilft” and the aid organisation CARE with a company-wide fundraiser. We started the “Earthquake disaster: ista helps the people in Turkey and Syria” fundraiser on the non-profit platform betterplace.org. 170 colleagues donated a total of EUR 15,900, which ista then rounded up to EUR 50,000.

SOLIDARITY

Working together for people in need

The employees of ista Poland and ista Shared Services put their hearts and souls into social aid projects and climate protection. Together they collected donations in cash and kind for children in orphanages as well as for Ukrainian refugees and took part in the company run to support people with disabilities. They also did their bit for the environment with a large-scale tree-planting campaign.



TREES FOR THE CLIMATE

Tree sponsorships for world-wide conservation projects

The ista corporate forest now amounts to some 7,400 trees on three continents and more are being added every year. Together with the social business Treedom, we promote forestry conservation projects with our virtual forest and support social communities at the same time. We also planted many other trees as part of local initiatives in Poland, Romania and Austria, for example. So the grand total in the reporting year was 11,363 trees.



ISTA GOLF CUP

Donations for football pitches and playgrounds

In June 2022, 71 customers took part in the annual golf tournament and supported the project PLATZ DA!. In this initiative, professional footballers use their popularity to help economically disadvantaged children and young people and build football pitches and playgrounds. A total of EUR 10,000 was raised through donations by guests and an additional donation by ista SE.





KEY FIGURES

Markets

Size of the organisation ✓

	2022	2021	2020
Companies	41 in 21 countries	41 in 21 countries	43 in 21 countries
Sales (in € m)	1,036.7	971.4	933.0
Total capitalisation (in € m)	4,083	4,041	4,084
– of which liabilities (in € m)	3,894	3,888	3,932
– of which equity (in € m)	188	153	152
Total investment (CAPEX) (in € m)	135.1	148.0	133.9

Acquisitions and sales in 2022:

- Acquisition of Gert Malik e.U., Lebring, Austria
- Acquisition of OSN Office Service Nord GmbH (OSN), Meldorf, Germany
- Acquisition of calexa GmbH & Co. KG, Böblingen, Germany
- Acquisition of Comptage Immobilier Duran Midi Pyrénées S.A.S., Rouffiac-Tolosan, France
- Establishment of ista Doha trading and contracting W.L.L., Doha, Qatar
- Sale of ista Metering Service FC, Minsk, Belarus

in 2021:

- Acquisition of Comptage Immobilier Duran S.A.S., Maraussan, France

in 2020:

- Acquisition of shares in facilioo GmbH
- Acquisition of Hildebrand & Schoenfeldt GmbH & Co. KG and Hildebrand & Schoenfeldt Verwaltung GmbH
- Acquisition of Krohn & Scheddel GmbH & Co. KG & KAST Service GmbH

* Audited key figures are marked with the symbol ✓ More on this on p. 35.

Percentage of radio-based devices in Germany ✓

	2022	2021	2020
Percentage of radio-based devices ¹ in Germany	48.1%	43.1%	38.7%

¹ Number of properties with fully remotely readable devices in Germany divided by the total number of properties with heating cost billing in Germany.

Customers' footprint from heating cost billing in Germany¹

	2021	2020	2019	2018
Total emissions of ista customers [in t CO ₂ -eq]	8,764,369	8,131,128	8,121,971	8,100,921
– of which emissions from hot water production [in t CO ₂ -eq] ²	1,446,843	1,453,420	1,397,022	1,380,885
– of which emissions from heating energy [in t CO ₂ -eq] ²	7,317,526	6,677,709	6,724,949	6,720,036
› Change from base year 2018	8.89%	-0.63%	0.07%	0.00%
› Heating energy emissions per billed property [in t CO ₂ -eq/property]	1.67	1.54	1.57	1.58
› Change from base year 2018	6.05%	-2.60%	-0.81%	0.00%
› Heating emissions per heated area [kg CO ₂ -eq/m ²]	28.09	26.15	26.44	26.62
› Change from base year 2018	5.52%	-1.76%	-0.67%	0.00%
› Heating emissions climate-adjusted per heated area [kg CO ₂ -eq/m ²]	29.72	30.52	30.56	31.20
› Change from base year 2018	-4.74%	-2.17%	-2.07%	

¹ The figures for 2022 are not yet available as most of the heating cost bills are not available until the end of the following year.

² The CO₂ emission figures of ista properties were extrapolated to represent the total number of properties in Germany. The extrapolation method was optimised compared with the previous year: instead of using the number of properties, the extrapolation is now based on the number of usage units, which correlates better with the area. The area, in turn, has the best correlation with heating consumption. In addition, the conversion factors from kWh to CO₂ equivalents were adjusted (previously according to GHG Protocol, now according to the German Emissions Reporting Ordinance (EBeV 2022)). This change was made to improve comparability, since the utilities also report their emissions in the consumption bills according to this Ordinance. In order to be able to implement these changes, we have now taken 2018 as the base year since individual data for 2015 are no longer available in the reporting system due to data deletion deadlines. Our new target is a 20% reduction compared with the 2018 figure, which corresponds to a target of 25 kg CO₂-eq/m² in 2030.



Environment ✓

Consumption of electricity and heat within the organisation

in gigajoules	2022	2021 ¹	2020
Total electricity consumption	15,670	17,469	17,416
– electricity from the power grid	4,234	9,972	13,840
– electricity from renewable energy sources	11,436	7,497	3,576
Total heating energy	17,813	18,650	18,967
– of which gas	11,189	11,815	13,481
– of which heating oil	174	821	716
– of which district heat	6,450	6,014	4,770

¹ In this report we have corrected some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.

Energy intensity

Energy consumption ¹ per employee in GJ	2022	2021 ²	2020 ²
	20.1	20.8	20.5

¹ This figure includes all energy consumption (electricity, heat and road fuel).

² In this report we have corrected some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.

Use of electricity from renewable energy sources

Percentage of electricity from renewable energies in total electricity consumption	2022	2021 ²	2020 ²
	73.0%	42.9%	20.5%

¹ In this report we have corrected some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.

Fuel consumption of vehicles within the organisation

	2022		2021		2020	
	Gigajoules	Litres	Gigajoules	Litres	Gigajoules	Litres
Total fuel consumption	81,305	2,296,323	78,570	2,211,577	76,933	2,164,147
Fuel company fleet	81,118	2,290,746	78,131	2,199,029	76,312	2,146,245
– of which diesel	71,141	2,000,772	71,528	1,994,834	70,378	1,962,769
– of which petrol	9,377	289,974	6,603	204,195	5,933	183,477
Fuel rented vehicles	187	5,577	438	12,548	622	17,901
– of which diesel	67	1,865	331	9,231	436	12,161
– of which petrol	120	3,712	107	3,317	186	5,740

Greenhouse gas footprint (scope 1-3)

in tonnes of CO ₂ equivalents	2022	2021 ¹	2020
Total GHG emissions	7,261	7,555	7,939
GHG emissions per FTE ²	1.30	1.37	1.44
Scope 1: Direct GHG emissions	6,288	6,170	6,208
– Gas	629	665	758
– Heating oil	13	61	53
– Company fleet	5,646	5,444	5,397
Scope 2: Indirect energy-related GHG emissions	630	1,264	1,517
– Electricity	433	1,074	1,384
– District heat and cooling	196	191	133
Scope 3: Further indirect GHG emissions	344	120	213
– Rented cars	3	8	11
– Air travel	115	36	101
– Train travel	225	76	101

¹ Owing to changes in estimation methods and emission factors, the relevant prior-year figures have been retroactively adjusted.

² Full-time equivalent.



Change in greenhouse gas emissions (changes in absolute terms compared with the previous year)

in tonnes of CO ₂ equivalents	2022	2021 ¹	2020 ¹
Total change	-294	-214	-1,983
Heating energy	-79	+126	-12
Vehicle fleet	+202	+48	-1,222
Electricity	-641	-295	-163
Business travel	+223	-93	-586

¹ Owing to changes in estimation methods and emission factors, the relevant prior-year figures have been retroactively adjusted.

Greenhouse gas emissions from the logistics chain (up and downstream)

in tonnes of CO ₂ equivalents	2022	2021	2020
Total greenhouse gas emissions in the logistics chain	1,751	2,405	1,208
– Air freight	1,190	1,918	788
– Sea freight	211	203	118
– Road freight	350	284	303

Water consumption

	2022	2021 ¹	2020
Total amount of water withdrawn (in m ³)	15,820	18,162	22,115
Amount of water withdrawn (in l per FTE)	2,823	3,291	4,002

¹ In this report we have corrected some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.



Employees* ✓

Total number of employees by employment contract and type of employment¹

	2022	2021	2020
Total number of employees	6,248	5,935	5,739
– full-time employees with permanent contracts	5,587	5,101	5,008
– part-time employees with permanent or fixed-term contracts	659	834	731

¹ Excl. apprentices.

² Deviation of <0.1% in the number of employees as a result of corrections made during the verification process.

Age structure of the workforce¹

	2022	2021	2020
19 and under	18	3	11
20 - 29	903	745	818
30 - 39	1,826	1,751	1,746
40 - 49	1,453	1,309	1,221
50 - 59	1,104	1,054	988
60 and over	276	239	224
Average age at ista ²	39.3	39.8	41.0

¹ Excluding apprentices, only full-time employees with a permanent contract.

² Excluding apprentices, including full-time and part-time employees (with a permanent or fixed-term contract).

Workforce by gender and type of employment¹

	2022			2021			2020		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total workforce (full-time, permanent contract)	2,773	2,807	5,580	2,513	2,588	5,101	2,470	2,538	5,008
– of which employees	2,616	2,743	5,359	2,280	2,514	4,794	2,230	2,467	4,697
– of which management	157	64	221	233	74	307	240	71	311

¹ Excluding apprentices, only full-time employees with a permanent contract.

* All figures refer to the extended ista Group, cf. definition of the frame of reference on p. 35.

Sickness rate

	2022	2021	2020
Extended ista Group	4.91%	4.39%	4.09%

Years of service, turnover by reason for termination and recruitment rate

	2022	2021	2020
Average number of years of service at ista	9.27	9.25	8.98
Termination by employee	503	342	273
Termination by ista	214	167	293
End of fixed-term contract, retirement, seasonal termination or similar	116	138	193
Total turnover	858	647	759
New recruits	1,075	728	736
Turnover rate ¹	14.2%	11.1%	13.2%

¹ Total number of departures divided by total workforce (minus total number of new recruits plus total number of departures).

Work-related accidents per 100,000 hours worked (frequency rate)

	2022	2021	2020
Frequency rate ¹ – total accidents	1.02	0.87	1.00
Frequency rate ¹ – accidents with lost time ²	0.42	0.44	0.41

¹ Frequency rate = number of accidents at work x 100,000 / hours worked.

² Accidents that led to an employee being absent for more than three shifts. Commuting accidents not included.



Society

Key memberships and cooperation partners

We are involved in a large number of networks in working groups and technical committees in order to actively shape progress on current social, political and ecological issues:

- Arbeitsgemeinschaft Heiz- und Wasserkostenverteilung e.V. (ARGE – Trade Association of Heating and Water Cost Allocators)
- BDI initiative “Energy-efficient buildings” (BDI – Federation of German Industries)
- Bundesverband der Energie- und Wasserwirtschaft (BDEW – Federal Association of the Energy and Water Industries)
- Bundesverband Freier Immobilien- und Wohnungsunternehmen (BFW – Federal Association of Independent Real Estate and Housing Companies)
- Bundesverband Informationswirtschaft, Telekommunikation und neue Medien e.V. (Bitkom – German Association for IT, Telecommunications and New Media)
- Deutsche Unternehmensinitiative Energieeffizienz e.V. (DENEFF – German Industry Initiative for Energy Efficiency)
- Deutscher Verband für Wohnungswesen (DV – German Association for Housing, Urban and Spatial Development)
- Die Wohnungswirtschaft Deutschland (GdW – Umbrella Organisation of the German Housing Industry)
- Econsense – Forum Nachhaltige Entwicklung der Deutschen Wirtschaft e.V. (Forum for Sustainable Development of German Business e.V.)
- Europäischer Verein zur verbrauchsabhängigen Energiekostenabrechnung e.V. (E.V.V.E. – European Association for Energy Cost Allocation)
- Initiative Corporate Governance der deutschen Immobilienwirtschaft (ICG – Corporate Governance Initiative of the German Real Estate Industry)
- Initiativkreis Ruhr
- Internationaler Controller Verein e.V. (ICV – International Association of Controllers)
- UN Global Compact (UNGC) & Global Compact Netzwerk Deutschland (UN GCD)
- UPJ e.V. (German Network of Engaged Companies and Non-profit Intermediary Organisations)
- Verband der Immobilienverwalter Deutschland (VDIV – Association of German Property Managers)
- Wirtschaftsinitiative Smart Living (WISL – Business Initiative Smart Living)
- Wirtschaftsforum der SPD e.V. (Business Association of the SPD)
- Wirtschaftsrat der CDU e.V. (Economic Council of the CDU)
- Zentraler Immobilien Ausschuss (ZIA – German Real Estate Trade Association)

ABOUT THIS REPORT

PROGRESS REPORT 2022/23

The Progress Report 2022/23 is ista's thirteenth sustainability report. At the same time, it represents the progress report for the Global Compact of the United Nations.

FRAME OF REFERENCE

The key environmental and employee figures in this report include, in addition to ista SE, its parent company Trionista SE and its 40 direct and indirect subsidiaries (together the "ista Group"), the following operating companies affiliated via Sarvana S.à r.l.: ista Luxembourg S.à r.l., ista Customer Service GmbH and ista Express Service GmbH. The aforementioned companies are collectively referred to as the "extended ista Group".

KEY FIGURES AND AUDIT

The key figures regarding the workforce structure were recorded as of 31 December 2022. The specific key environmental figures, on the other hand, are based on the average full-time equivalent (FTE) for 2022.

The key environmental performance figures and the key employee figures for the 2022 financial year were the subject of a limited assurance audit conducted by SGS Institut Fresenius GmbH (SGS). The consolidated financial statements of the ista Group are audited by Deloitte GmbH Wirtschaftsprüfungsgesellschaft. Audited key figures are marked by the symbol ✓ in the tables. The assurance report of SGS can be viewed [here](#).

We professionalised recording of the key environmental figures still further in the reporting year so the number of estimates remains small. The proportion of data estimated is 9.19% for electricity con-

sumption, 46.04% for water consumption and 22.24% for heating energy. In this report, we have corrected some of the key figures for 2021 as the consumption figures were not yet available for all branches on the publication date of the sustainability report 2021. This has resulted in changes to some of the data reported last year. Footnotes have been added to the relevant key figures in the report.

The CO₂ emission factors are now based on sources of the International Energy Agency (IEA), the Department for Environment, Food and Rural Affairs (DEFRA) in the UK and the database of the life cycle assessment software (GaBi) of Sphera Solutions GmbH. The emission factors were also applied to the previous years.

When balancing the CO₂ equivalents, we converted the other greenhouse gases emitted (e.g. methane) into CO₂ emissions according to their impact on the climate and then stated them, together with the CO₂ emissions, as CO₂ equivalents.

EDITORIAL NOTE

We at ista value diversity and inclusion. Therefore, in this report we attach great importance to using gender-sensitive language, with which we aim to take account of gender equality and to address and represent all genders in a respectful manner.

The editorial deadline for this report was 31 May 2023. ista's progress report appears annually.

IMPRINT

RESPONSIBLE

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