



Dear readers, ista will be net zero carbon by 2030.

Thirty-six per cent of Europe's greenhouse-gas emissions are attributable to buildings, particularly their heating systems. ista wants to make a key contribution to climate protection so that future generations can inhabit a healthy, beautiful planet. We've therefore set ambitious climate targets.

We aim to cut our carbon emissions to net zero by 2030. We'll take the first additional steps starting in 2022. And we'll report on our progress. It's worth mentioning that ista's own operations have been carbon-neutral since June 2021: we now offset emissions that we can't yet avoid by supporting certified climate-protection projects.

But we want to do even more, including in the dwellings and commercial properties we serve. That's why we're switching to digital services and meter-reading by radio. They make consumption more transparent and create incentives to save energy and thus help promote a sustainable future. All these efforts are in line with our purpose statement: "Switch to Smart – Data for a Sustainable Planet. With ista."

Best wishes,

CEO ista International GmbH

Are you ready to switch?

Switches similar to those on a cell phone are displayed throughout our report. Swiping a switch on will take you to the corresponding **ista switching moment**.



My personal ista switching moments

Smart solutions for a sustainable planet

Climate protection is at the heart of our corporate strategy as well as our purpose statement: “Switch to Smart – Data for a Sustainable Planet. With ista.”. We make it easy to save energy and conserve resources. Digital metering devices and radio technology enable us to render complex consumption data comprehensible and to offer smart, convenient solutions for

energy-efficient living. This encourages our customers and their tenants to do their part for a sustainable future. We’ve also set high standards for our own sustainability. Our financing is linked to our progress toward sustainability targets, a practice that sets the pace in our industry. We’re also a leader in sustainability reporting—this is already our eleventh report.



STRATEGY AND MANAGEMENT

Smart solutions for a sustainable future

The change to a sustainable lifestyle requires clear, ambitious goals and decisive action. ista is a reliable partner for this. We make consumption transparent and make it easier for our customers and their tenants to switch to environmentally friendly action by using digital services. With smart products and applications and with the aid of radio technology, we make saving energy easier than ever before. That is good for the climate and for people's purses, particularly in times of rising energy prices. Sustainability also strongly influences our own company's actions. We use resources carefully, reduce CO₂ emissions and set ourselves high ecological and social standards – for business decisions as well as for how we treat our employees and suppliers.





We combine commitment with expertise – for climate-friendly energy management

ista helps home owners to record and reduce the energy consumption of their buildings. We assist housing companies and condominium owner associations with their billing and energy management work. With the Commercial & Industrial unit, we have extended our offerings for customers in the commercial property and public building sectors. Our own processes have to meet high climate protection and sustainability standards and we also attach great importance to our partners meeting the same requirements. At the same time, we engage in social initiatives and contribute our expertise to the political decision-making process – so everybody can switch to energy efficiency and sustainability.

The ista Group currently operates in 22 countries worldwide. Our German head office is the Ruhr metropolis of Essen. In 2020, we recorded global sales of € 933.0 million. Total capitalisation amounted to some € 4.1 billion¹.

The Management Team of ista International GmbH is responsible for the strategic and operational control of the ista Group. The owners of the ista Group are CK Asset Holdings Limited and CK Infrastructure Holdings Limited.

We make climate protection smart and simple – for your contribution to sustainable change

Climate change poses major challenges to society worldwide. As one of the leading real estate and energy service providers, we feel we have a special responsibility to enable a faster and simpler response to the global challenge of climate protection in daily life. After all, people who understand that many small and often simple steps and actions together produce a big impact are also incentivised to switch - to even more climate-friendly behaviour at their workplace, at home and in the rest of their daily lives. We create transparent energy consumption, simplify the complexity of data, process and services and so empower our customers and tenants to make their personal contribution to environmental and climate protection – with little effort but with great effect. Our purpose statement:

SWITCH TO SMART

DATA FOR A SUSTAINABLE PLANET. WITH ISTA.

stands for this principle. Smart technologies give us a much more detailed overview and make real estate management even easier and more convenient. At the same time, we are continually developing new digital services and products and improving our existing offering. So we can make taking the step towards greater energy efficiency and climate protection even easier for companies and private persons alike.

¹ Figures from the consolidated financial statements of Trionista TopCo GmbH, excluding the companies in Luxembourg.



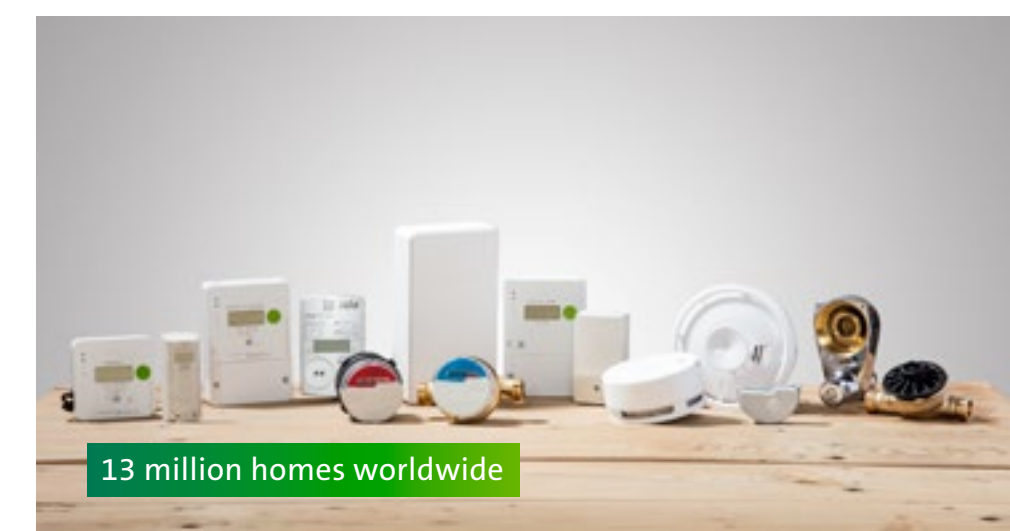
New CEO: Hagen Lessing



Saving energy in buildings



15 to 25% lower energy consumption



13 million homes worldwide



We are energised and are energising others – for sustainability in five dimensions

We help people save energy and protect the climate. That is the core of our sustainability strategy. We are engaged in five fields of action:

We lead by example and champion environmental and climate protection – at all company locations.

In our markets we sell innovative products and services that enable our customers to behave in a climate-conscious manner and protect the environment.

We offer our employees attractive working conditions and a motivating corporate culture so together we can use our full potential for climate protection and achieve our goals.

We want to make our entire value chain sustainable and continually improve our products and services and therefore attach great importance to ecologically and socially conscious action, also in our dealings with our partners.

We are engaged for the benefit of society, sharing our knowledge of energy management and climate protection and promoting awareness of sustainability.



We make sustainability a matter for top management – for strategically coordinated action

Smart structures:

At ista, sustainability is a matter for top management and the core of our corporate strategy. The Management Board is directly responsible for our sustainability activities. Our Sustainability Office 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 key sustainability figures from all subsidiaries worldwide.



Smart tools for sustainability

We set ourselves clear goals – for measurable progress

We have formulated a clear goal for each field of action in our sustainability strategy. We regularly measure our progress against these goals.

Environment



Our goal

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

Our current status

Total CO₂ emissions at ista in 2020: **7,864 tonnes**
Total CO₂ emissions per employee (FTE) at ista in 2020: **1.42 tonnes**

Markets



Our goal

We will help our customers/users reduce their CO₂ emissions by 10% by 2030 (base year: 2015).

Our current status

Average CO₂ savings in properties with heating cost billing since 2015 per rental unit (as at 2020): **- 5.91%**

Employees



Our goal

We want to further improve the general conditions for employee engagement and so maintain our engagement score at the very high level of 80 in the period through to 2030.¹

Our current status

Engagement score in 2017: **80**
At present we are completely revising the procedure for our staff survey.

Partners



Our goal

By the end of 2021, we want to calculate the CO₂ emissions of our supply chain and set an ambitious goal for CO₂-free upstream products.

Our current status

Carbon footprint of our supply chain (air and sea freight as well as transport by truck) in 2020: **1,208 tonnes**

Society



Our goal

We will create opportunities for our employees to invest at least 5,000 hours a year in promoting climate protection in society.

Our current status

Number of hours worked for climate protection in 2020: **1,408 hours**

¹The engagement score is determined as part of the ista-wide staff survey. On a scale from 0 to 100, it measures how strong the employees' work engagement is.

We link our financing to progress on sustainability – for added value that contributes to climate goals

ista has made a clear commitment to sustainability. We lead the way in energy management and environmental protection - which is why we also link our financing to progress in this area. In 2020, we concluded a new ESG-linked (Environmental, Social and Governance) syndicated loan for up to 1.85 billion euros. With this kind of loan, the variable interest rates are also linked to the fulfilment of sustainability targets. In our case, they are based on the goals of our sustainability strategy. If we achieve them, we can reduce the interest rates; on the other hand, the interest rates will rise if we miss the targets. The key sustainability figures are audited by SGS-TÜV Saar GmbH. The term of the loan is five years, including a one to two-year extension option.



Thomas Lemper,
Chief Financial Officer,
ista International GmbH



We follow clear principles – for sustainable action in line with international standards

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.

Sustainable Development Goals (SDGs)

The 17 sustainable development goals of the United Nations also guide our actions. We are focusing on seven of the SDGs. Find out more on our website about how we contribute to these goals in detail.

Human rights and international ethical standards

Our recently revised Code of Conduct requires all employees of the ista Group to commit to compliance with international human rights, labour, anti-corruption and data protection standards. Internal guidelines 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 effectiveness of compliance management at ista has been officially certified by the Institute for Corporate Governance in the German Real Estate Industry (ICG). Our Supplier Code contains fundamental environmental, social and governance standards, including the principles of the UN Global Compact, that we require our suppliers throughout the world to comply with.

National and European environmental and climate policy

With our innovative solutions for energy management and our Group-wide environmental management, we are making an important contribution to the achievement of 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.



Webinar only available in German



ENVIRONMENT

Our commitment to climate neutrality

We are aware of our responsibility – and take it seriously. Creating transparent energy consumption and enabling our customers to make their contribution are part of our DNA. We make sustainable action simple and convenient and so facilitate the Switch to Smart. We have also set ourselves ambitious goals. By using resources carefully and managing energy efficiently in our office buildings, we are switching to greater sustainability and a climate-neutral future.

Focus: Principles of the Global Compact and SDGs

Principle 7

Businesses should support a precautionary approach to environmental challenges.

Principle 8

Businesses should undertake initiatives to promote greater environmental responsibility.





We set ourselves ambitious goals – for a smart and sustainable change

We have very definite goals for environmental and climate protection in our own company:

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

By 2030 at the latest, we will only use electricity from renewable energies.



The REDD+ project, which we chose and in its support purchased CO₂ certificates, is located in the Vilcabamba-Amboró Conservation Corridor in the Peruvian Amazon. The project has been awarded certification under the Verified Carbon Standard and the Climate, Community & Biodiversity Standard. The activities include, for example, sustainable forest management in Forest Stewardship Council-certified timber concessions.

We travel sustainably – for our customers and the planet

Business travel and trips to our customers account for a large proportion of our CO₂ emissions in Germany. We aim to reduce business travel and make our mobility less polluting. For example, we are promoting the switch to an environmentally friendly fleet of company vehicles and aim to convert the fleet completely to electric cars within the next ten years. By systematically using video conferences, webinars, online meetings and digital events, we aim to further reduce business travel in the future and largely replace it with digital alternatives in order to cut emissions. Through offerings such as our company ticket in Essen or bonus programmes for the use of bicycles at ista in France, we also encourage our employees to commute to work in a sustainable

“This transparency makes it easier to save fuel. The CO₂ emissions that this travel causes are offset. In 2020, ista France managed to offset 27 tonnes of CO₂ equivalent this way.”

Benjamin Bouvier,
Quality, Health, Safety,
Environment Manager, ista France

manner and avoid CO₂ emissions. In order to consistently conserve resources and protect the environment, we also work with service providers who help us achieve our goals. For example, together with the service provider WeNow, ista France has been recording the number of kilometres travelled in company cars since 2017.



1.3 million euros for laptops instead of desktops



ista Green: bye-bye plastic cups, hello reusable water bottles



Climate protection weeks: car out, climate in



ECOSIA: more sustainable web searches

20.8% from renewables

20.8% of the electricity consumed by the ista Group comes from renewable energy. Our branches in Luxembourg already get all their electricity from renewable energy sources. In Spain, we have topped the 85.1% mark, in Germany it is 48.0% and in Turkey 13.8%. The branches in the other countries still only purchase conventional electricity at present.

-24.2% paper consumption

In 2020, the ista Group used a total of 329,095 kg of paper, of which 57.4% was recycled paper and 18.8% FSC-certified paper. The share of sustainably used paper was therefore 76.2%. Paper consumption fell by 24.2% compared with the previous year; the proportion of recycled paper increased by 11.0%.

-21% CO₂ equivalent

In 2020, our company caused total emissions of 7,864 t of CO₂ equivalent. We therefore again reduced our greenhouse gas emissions compared with the previous year: by 21.0% in absolute terms, calculated per employee (full-time equivalent) by 21.6%. In particular, as a result of the pandemic, we managed to considerably cut emissions from our business trips.

-11.6% heating energy consumption

In 2020, the ista Group used a total of 16,971 GJ of electricity and 18,173 GJ of heating energy. Compared with the previous year, electricity consumption therefore fell by 14.5% and heating energy consumption by 11.6%.

We take responsibility – for conserving resources in our own company

For us responsibility starts in our own company. We use certified management systems to control and continuously improve our activities in the field of environmental protection. The environmental management systems at our branches in Spain, the UK, Romania and Turkey have been certified to ISO 14001. The ista branches in Germany have also had an energy management system to ISO 50001 since 2016. We actively support our employees in their efforts to protect the climate and resources at their workplaces. By raising awareness and organising join-in activities, we encourage them to, for example, use water and electricity carefully and avoid waste.



We will be CO₂-free (net zero) by 2030 – by acting in a resource-saving manner in all areas of our business¹

To achieve this goal and to make the smart switch to energy efficiency and resource conservation at our branches, we are focusing on three aspects:

1 Reduce business travel through digital collaboration

The COVID-19 pandemic has shown us that we can also work very well together with colleagues at other branches using video conferences. That is why ista Germany applies the “Video first” guideline very strictly. As a result, more than 90% of the CO₂ emissions caused by internal business trips are avoided.

2 Electrification of the vehicle fleet

We are increasingly using sustainable drive systems

in our vehicle fleet so that our employees can travel in an environmentally friendly way. We currently use 30 hybrid vehicles and one electric vehicle at Head Office. In our multi-storey car park, we provide 16 charging points for hybrid vehicles and four for electric vehicles. Further charging points are soon to be installed at Head Office and at seven other sites.

3 Switch to electricity from renewable energy

Where we cannot reduce our electricity consumption any further, we rely on sustainable energy supplies. By the start of 2023, we will be purchasing electricity from renewable energy at 95% of all German sites.



¹ (Scope 1–2 and selected Scope 3 categories)



-27.5% water consumption

In 2020, our organisation reduced its water consumption by 27.5% compared with the previous year.



-19.7% consumption of energy from road fuels

At 76,507 GJ, the consumption of energy from road fuels throughout the Group decreased by 19.7% compared with the previous year. However, the average amount of road fuel used per 100 km increased by 5.6% and is 6.17 l per 100 km ista-wide.



-18.9% CO₂ emissions from travel by company car

Emissions from travel by company car fell in 2020 by 18.9% to 5,366 t of CO₂ equivalent. Emissions from trips in rented vehicles decreased by 39.0% to 11 t of CO₂ equivalent.



-82.6% CO₂ emissions from air travel

Emissions from air travel fell in 2020 by 82.6% to 101 t of CO₂ equivalent.



MARKETS

Innovations for sustainability in real estate

Energy efficiency in buildings is a crucial factor for a sustainable future. As a provider of services for the real estate industry with many decades of experience, we develop smart and innovative solutions for managing water, electricity and heating energy consumption efficiently. In this way, we anchor climate protection in everyday life and create the right conditions for the Switch to Smart: with our digital services, we make complex processes simple and empower everybody to conserve resources and act in a climate-friendly way.



Focus:
Principles of the Global Compact and SDGs

Principle 8

Businesses should undertake initiatives to promote greater environmental responsibility.

Principle 9

Businesses should encourage the development and diffusion of environmentally friendly technologies.





We systematically pursue our goals – for lower emissions and greater convenience

We reduce our CO₂ emissions wherever possible and make it easy for our customers and their tenants to do so, too – that is our goal. To achieve this, we focus on efficient heating energy consumption and smart technologies:

We help our customers/users to reduce their CO₂ emissions by 10% by 2030 (base year: 2015).

By 2027, we will equip all our properties throughout Europe with remotely readable devices.

We make consumption transparent – for greater convenience and incentives to protect the climate

We are continuously optimising our products and solutions to visualise consumption and make it easier for our customers and their tenants to act in a climate-friendly way. 2020 marked the launch of our new heat and cold meter for heating and air-conditioning systems that combines several solutions in one device.

“Collaboration between the countries and the different departments is really outstanding. Together we have launched several new products on the market, including the heat meter sensonic 3. With this device, we make it easy to cut emissions and act in a more eco-friendly manner.”

Jörn Adick,
Head of Product Management, ista International GmbH

The sensonic 3 has a flexible radio interface that is compatible with the Open Metering Standard. So consumption data can be provided more easily and frequently and trips to read the meters are no longer necessary. With this feature, we are making a contribution to implementing the requirements of the Energy Efficiency Directive (EED).

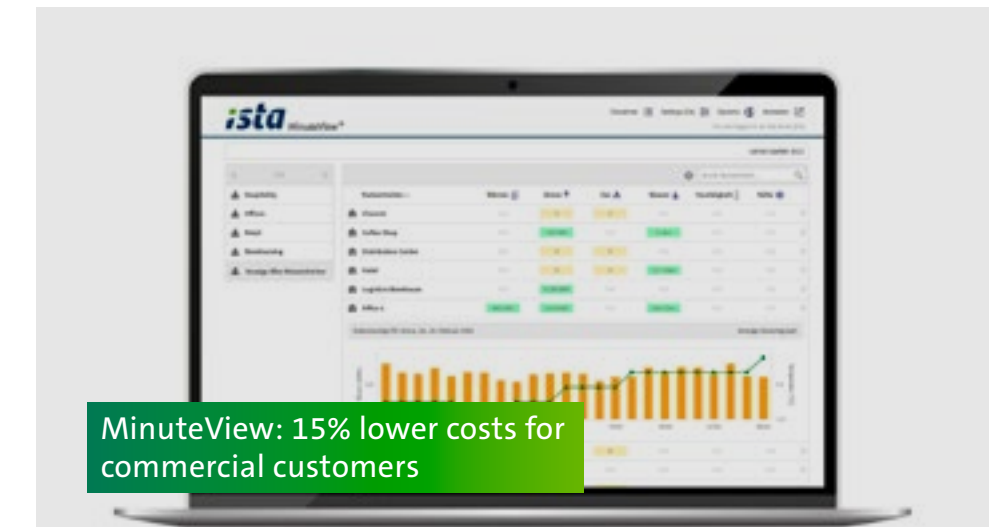
We are digitalising our billing – for efficiency and environmental protection

Digital billing processes make our work more efficient and protect the environment – above all because they reduce paper consumption substantially. In the reporting year, we continued to push ahead with the digitalisation of our billing processes:

- 1 We encourage all our customers to switch to electronic invoice mailing. For example, in Germany we used targeted communication campaigns to raise awareness of the benefits of a digital invoice. Some 65,705 and thus over 13% of the properties we bill already use this service.
- 2 We have digitalised the cost and user lists for Germany and offer our customers the opportunity to use a web portal to maintain their data. In 2020, the data for 67% of the properties we look after were sent to us in digital form. As a result, over 1.3 million sheets of paper were saved in the reporting period.



New smoke alarm device: autonomous and more convenient



MinuteView: 15% lower costs for commercial customers



ReduQ: real-time insights into the heating system



Switch to WebNimbus in Austria: faster and more efficient billing



We are switching to radio and digital services – for smart property management

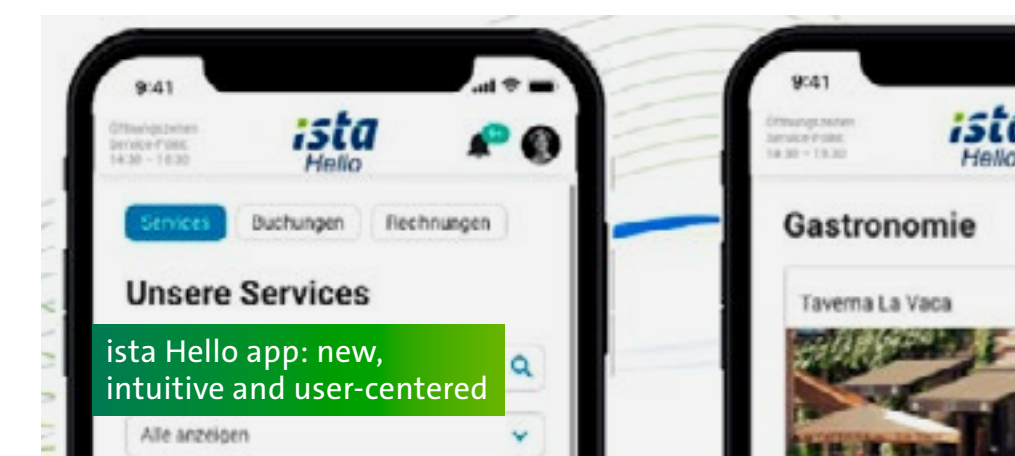
Our product and service world is digital. To achieve this, we question existing processes and say goodbye to outdated standards. We are switching to radio and data-based building data management; we are also continuously developing our device infrastructure and services. Our new stationary gateways – communication units that transmit the meter data from the properties via a mobile network connection – now support the 4G mobile network technology standard.

Nearly all of our devices are equipped with radio technology and, in conjunction with stationary gateways, permit the transmission of metering data to our IT systems. Walk-by meter readings that are performed on site are then no longer necessary. So it is now easier than before to inform the tenants of their individual consumption several times a year. By installing remotely readable meters, we are proactively implementing the requirements of the EED.

We respond to the needs of our customers – for greater quality and service

We want to offer our customers and their tenants added value – by providing them with the best possible service. That is why we established ista CustomerService GmbH in Germany. This company brings the previous service centres in Leipzig and Kassel together under one roof in Leipzig. The service centre is the contact for our private landlord customer group. Our new service centre has been certified to ISO 9001 since October 2020. With this certification, we are focusing on

quality and on further optimising and simplifying our processes. The ista branches in Leipzig, Berlin and Dresden will soon follow. Since June 2020, the newly established Digital Sales & Services department has also been supporting ista on its way to becoming the digital market leader in the submetering sector and other real estate services. It is ensuring that the product and service innovation process is simpler, faster and more efficient.



34 million devices

In Germany, the largest sub-metering market worldwide, we look after some 288,000 customers and about 5 million homes with more than 34 million devices.



76% usage of digital services

76% (in 2019: 63%) of our German customers' properties already use ista's digital services, which include the use of portals, digital data exchange, integrated billing and electronic invoice mailing. That is already 87% (in 2019: 79%) of our customers' units. As a result, we avoid over 3.4 million sheets of paper during the heating and ancillary cost billing process.



30.6 million wireless-ready products

In 2020, we installed over 30,578,768 wireless-ready products worldwide (sum total of end devices and stationary gateways (SGWs) as of 31 December 2020).



38.7% full-radio percentage

In 2020, we equipped approx. 25,300 properties in Germany completely with wireless technology, so we have now reached a full-radio percentage of 38.7% (as at December 2020). This means an increase in the full-radio percentage of 5.6% compared with the previous year.



EMPLOYEES

With team spirit for responsible change

With the commitment and expertise of our employees, we are together creating the conditions for a sustainable way of life. For this purpose, we exploit the opportunities offered by digitalisation. To strengthen team spirit and provide our employees with the best possible support, we offer them excellent development and career opportunities. The basis for this is our corporate culture, which is characterised by diversity, respect and appreciation.



Focus:
Principles of the Global Compact and SDGs

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 6

Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.



We create a positive working environment – for fair collaboration and joint successes

We have set ourselves the following goal for our corporate culture and staff development:

We want to further improve the general conditions for employee engagement and so maintain our engagement score at the very high level of 80 in the period through to 2030.

We value and promote diversity – for innovativeness and new perspectives

Diversity is a key factor for our success. Different perspectives promote creativity and innovation. We create opportunities for in-house interaction and support women. For example, in the reporting year ista set up a diversity working group. January 2021 marked the launch of the ista women's network "sistas", which provides a platform for female employees to share ideas and views and focuses on issues of equality.

We use new forms of collaboration – for mutual growth

In a changing market environment, we are moving with the times and establishing new forms of collaboration and leadership. We use innovative methods for brainstorming, goal-setting and process optimisation and strengthen cross-team collaboration through working groups on topics relevant to the future.

We promote apprenticeships and further training – for the best development opportunities

We take responsibility for a sustainable tomorrow's world. To achieve this, we want to attract the best talent and provide targeted support to our employees. By offering apprenticeships, training courses, coaching and talent programmes, we invest in their development opportunities so they can reach their full potential. In this reporting year, we relied for the most part on digital offerings – this also applies to the recruiting and onboarding of new colleagues.

We promote health and safety in the workplace – for the well-being of our employees

Health and well-being are the basis for productive and efficient work. That's why we offer our employees comprehensive information and support to promote good health and prevent illness. We also regularly carry out risk assessments and update our emergency organisation. During the Covid pandemic, we invested primarily in giving medical information and introducing hygiene measures and made working from home possible at an early stage.



Getting through the Covid pandemic together



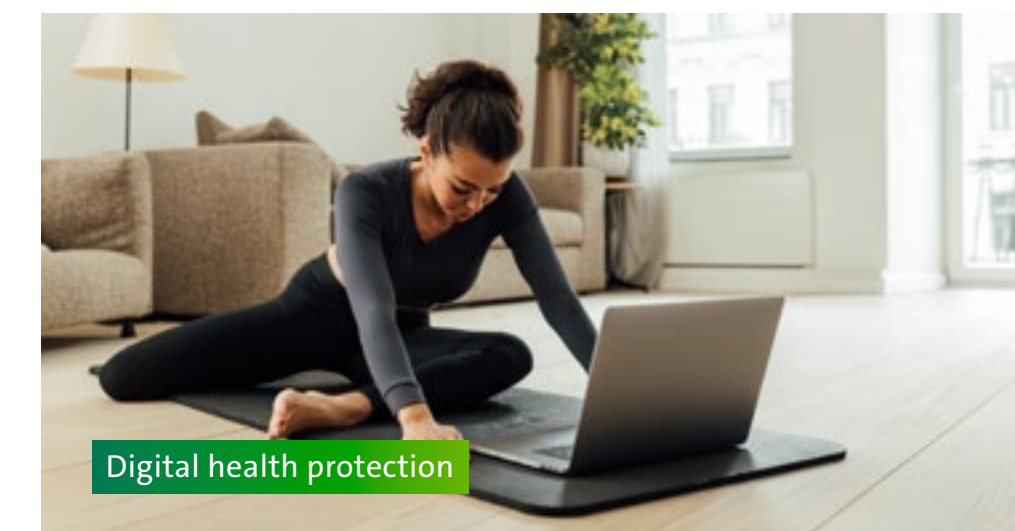
Top Employer Europe



kununu Top Company



Forum: "Ask the employee"



Digital health protection

We strengthen digital collaboration – for fast and efficient processes

We are also seizing the opportunities digitalisation offers in our internal processes. The Covid pandemic has accelerated this development. In the reporting year, we drove the digitalisation of our processes forward by taking the following action:

We use digital tools, exchange formats and events

We have expanded ista's digital workspace and are continuously optimising it to make digital collaboration easier, faster and more efficient. By using digital event formats, we managed to keep discussion and view-sharing going, even during the COVID-19 pandemic. For example, the "Future Factory", which was previously an attendance event for managers, was held as a completely digital event. Some 150 managers from Germany and abroad took part in the digital Future

Factory Xtended. It consisted of a run-up phase lasting several weeks, during which crucial content was conveyed to participants, followed by a two-day interactive virtual conference including live presentations, BarCamps and speeches. The inside talk, our annual employee

"The Group-wide leadership principles are the result of an inspiring process where we worked digitally as an interdisciplinary team with 46 managers across national borders and developed a shared understanding of leadership."

Nicole Nellesen,
Manager Organisational
Development,
ista International GmbH

meeting, was even followed by 2,800 employees when held in November 2020.

We offer digital training sessions and further training

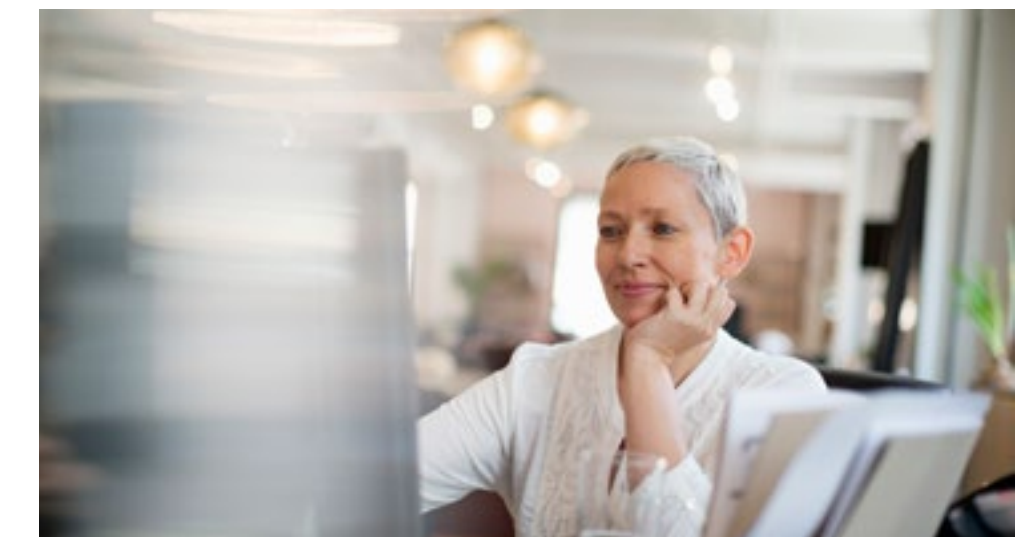
We have developed a range of digital training courses. With webinars it is easy for our employees to obtain further training, even during the pandemic.

We have established leadership, recruiting and onboarding from a distance

We train our managers in how to lead their teams remotely and provide support as they navigate this change in their leadership role. We have also digitalised our recruiting and onboarding processes to make them more efficient for all those involved and accessible from everywhere.

We have established an innovative and responsible understanding of leadership – for our joint success

We are continually developing and questioning existing processes. We encourage each and every person in the company to become active and, under the motto "Change starts with me", take responsibility. After all, crucial developments only succeed if people work together. An international team of 46 managers from different hierarchical levels went on the Digital Leadership Journey and developed three leadership principles that serve as an incentive, compass and yardstick for them in their roles.



Permanent positions

We increased the number of permanent positions, also in absolute terms.



0.41 frequency rate

We achieved our goal of keeping the number of reportable work-related accidents below one per 100,000 working hours. With business operations unrestricted, even during the pandemic, the frequency rate in 2020 was 0.41 accidents per 100,000 working hours. This was a significant improvement on the previous year (frequency rate 2019: 0.72). If minor accidents are also included, the rate in 2020 was 1.00 – and therefore 0.35 points lower than in 2019.



53% share of women in the workforce

The share of women in the workforce of the ista Group was 53% in 2020.



PARTNERS

Together with our partners for a sustainable planet

To protect the climate, conserve resources, ensure fair working conditions and guarantee a high quality of service as a reliable partner: this is our aspiration, and it applies along our entire value chain. To achieve this, we question existing processes and set new standards – for ista as well as for our suppliers and service partners. Together we take responsibility for a sustainable future.



Focus: Principles of the Global Compact and SDGs

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 5

Businesses should uphold the effective abolition of child labour.

Principle 2

Businesses should make sure that they are not complicit in human rights abuses.

Principle 7

Businesses should support a precautionary approach to environmental challenges.

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.



Principle 4

Businesses should uphold the elimination of all forms of forced and compulsory labour.





We lead the way – for a sustainable value chain

We make complex processes simple. And so enable our customers to Switch to Smart: with intelligent technologies and services we make it easier for them to choose an energy-efficient lifestyle. But we want to achieve even more and advance sustainability along our entire value chain – together with partners that share our aspiration:

By the end of 2021, we want to calculate the CO₂ emissions of our supply chain and set an ambitious goal for CO₂-free upstream products.

We have set ourselves milestones for 2021 and beyond which will enable us and our partners to move closer to our goal in defined stages:

- 1 To enable us to make holistic decisions, we plan to make CO₂ emissions the second yardstick (alongside costs) for evaluating our products and processes.
- 2 We also feel responsible for the emissions of our contract manufacturers of hardware components (Scope 3) and want to develop suitable measures for further CO₂ reductions.
- 3 In the first step, we want to reduce our CO₂ emissions by optimising transport routes.

We set higher standards – for ourselves and our partners

Our Code of Conduct and our procurement policy set the benchmarks for the transparent, fair and efficient selection of suppliers. All our suppliers undertake to comply with our Supplier Code and to also require their suppliers to meet these standards. We are continually refining this code and adapting it to our goals. The new Supplier Code is to ensure greater sustainability and better working conditions along our entire supply chain. For example, our suppliers commit to producing and distributing their products and services in a CO₂-neutral manner by 2050 at the latest.



We work together with partners – for a smaller carbon footprint

We make climate-friendly action easy for our customers by offering smart solutions. In order to systematically conserve resources and protect the environment ourselves, we sensitise our employees so they identify potential for low-emission logistics. We also work with partners who help us achieve our ambitious goals. Together with them, we procure sustainable work materials and purchase climate-neutral services. With the help of our partners natureOffice, the printers Stober and Paragon Customer Communications, we offset the emissions caused during the production of paper and our print materials for our business processes and customer communications. For postal dispatch, we use “GoGreen”, the climate-neutral postal service of Deutsche Post. In 2020, we offset over 400 tonnes of CO₂ through recognised climate protection projects.



Webinar for a sustainable supply chain

We support our service partners – for good and sustainable cooperation

We place high demands on our ista service partners (iSPs) and, from the very beginning, support them in meeting our standards and performing their work in the best possible way, for example by using tablets. To protect our customers, their tenants, our employees and the iSPs themselves, we responded to the COVID-19 pandemic by developing a multi-stage hygiene concept, providing protective masks, disinfectant and COVID-19 self-tests and, wherever possible, performing work digitally.

We are rethinking recycling – for the materials cycle of our devices

Together with our partners, we ensure that our devices, such as water meters and heat cost allocators, impact the environment as little as possible. We focus on the following:

Development of a decision-making tool for handling recovered devices

We take back our old devices, overhaul them and then reuse or recycle them. We will soon have an intelligent tool to help us decide which is the better alternative: the “Product Recovery Decision Support Tool” is initially being developed for heat cost allocators and water meters.

Stepping up the recycling of individual materials

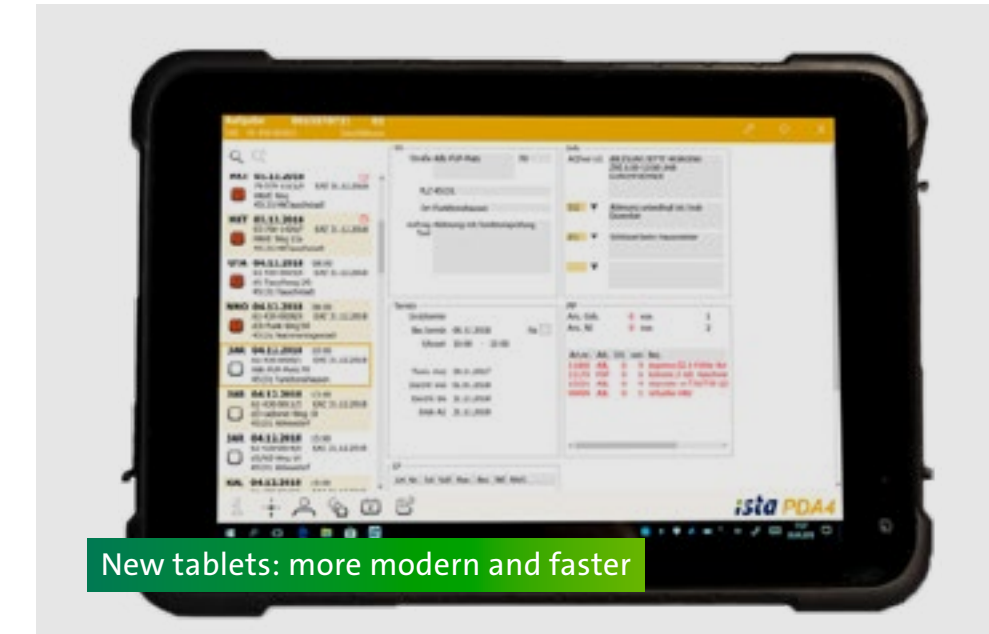
For us it is important that our devices can be recycled after use. Therefore, the water or heat meter housings have been designed so they can be re-used. We collect returned devices and hand them over to our recycling partners. There they are dismantled into their individual parts. They are then sent to the electroplating company and subsequently to the manufacturer where they are processed for use a second time.

Audits with service partners

We conduct regular material and logistics audits with our iSPs in order to ensure as high a recycling rate as possible. Until February 2020, the audits took place on site; in the second half of 2020, they were conducted virtually.

“The new Product Recovery Decision Support Tool determines whether reuse or recycling is the best option in terms of financial added value and CO₂ emissions. This makes it easier for us to make decisions and conserve resources.”

Murtaza Ali,
Supply Chain Quality Engineer,
ista International GmbH



New tablets: more modern and faster



Haus Hall workshops



131 t of brass

In 2020, ista recycled 76,600 brass housings, 52,800 coils and 39,800 circuit boards from the sensonic II heat meter. Over 131 t of brass was melted down and recycled.



1,208 t of CO₂ from Logistics

ista Logistics produced total emissions of 1,208 t of CO₂ equivalent in 2020. Of this figure, air freight accounted for 788 t of CO₂ equivalent, sea freight for 118 t of CO₂ equivalent and land freight for 303 t of CO₂ equivalent.



11,903 wireless end devices

Worldwide, 11,903 wireless end devices and gateways (all gateways) were installed by our service partners per working day¹ in 2020.

¹ based on 250 working days



SOCIETY

Commitment to climate awareness and environmental protection

Climate protection and sustainability require commitment and the right attitude from us all. As an enabler of energy-efficient living, we develop smart technologies and services that make it very easy to save energy and conserve resources. However, we want to achieve more. We are also committed to social issues and enable our employees to engage as well.



Focus:
Principles of the Global Compact and SDGs

Principle 8

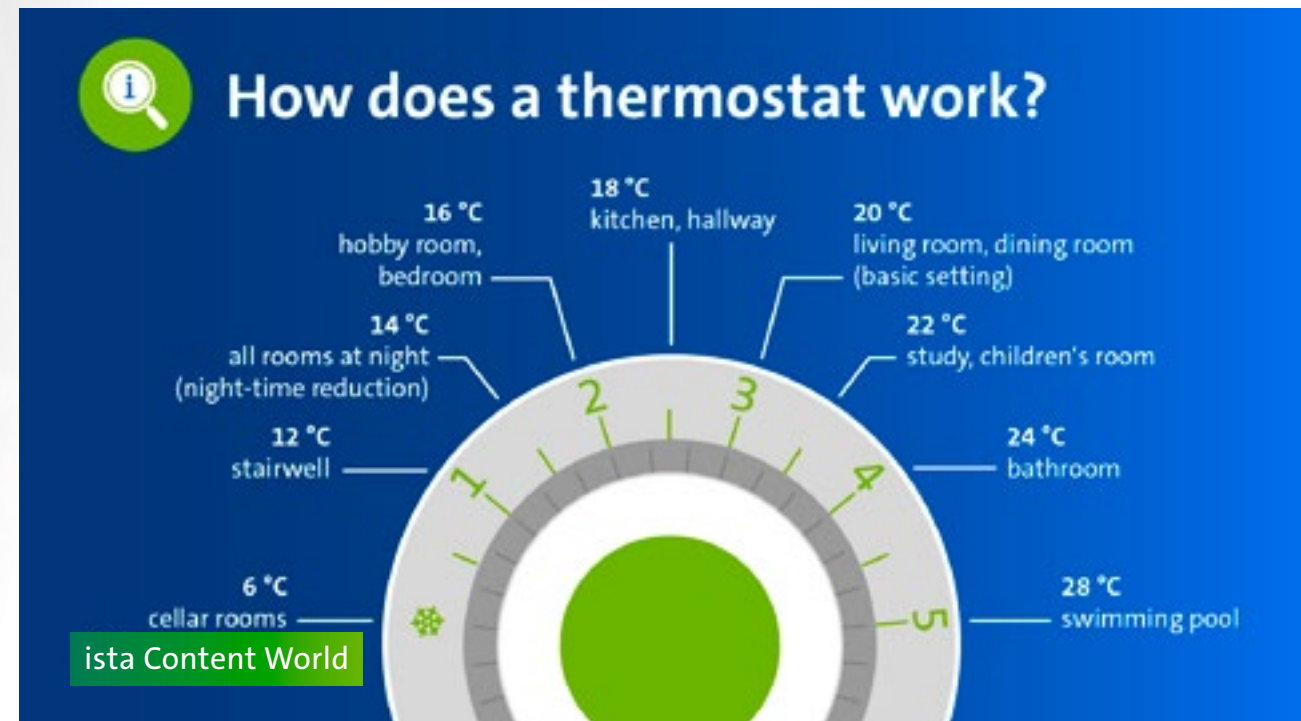
Businesses should undertake initiatives to promote greater environmental responsibility.



We promote engagement – for the good of society

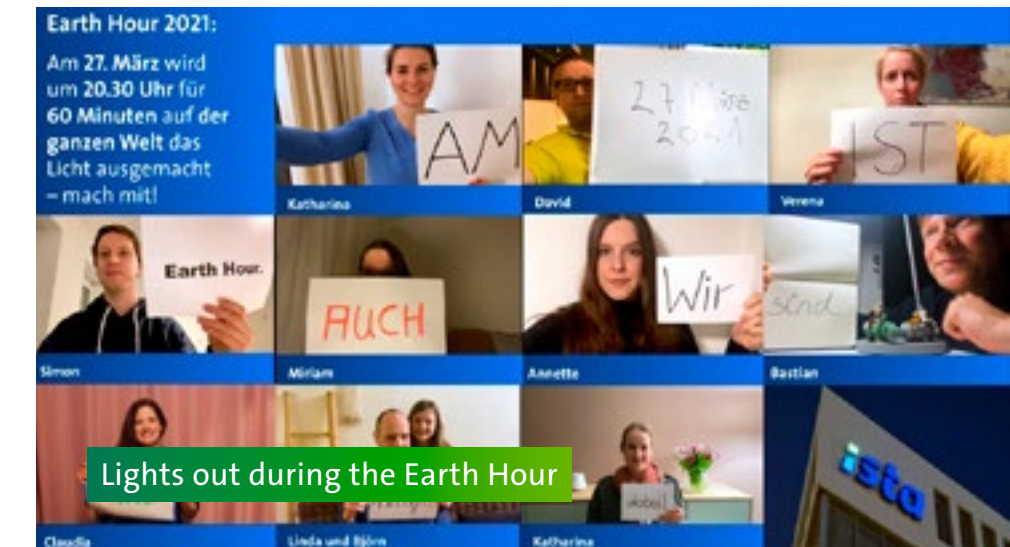
We have set ourselves the following goal for our social engagement:

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



We make complex interconnections tangible – for sustainable action

In a world that is continually changing and becoming ever more complex, reliable information is more important than ever. As a digital pioneer and driver of innovation, we bring order and transparency into the complexity of metering data, services and information. We share our expertise with politicians, businesses and society and show how a switch to greater sustainability can succeed. Every year, ista provides the German Institute for Economic Research (DIW) with data on changes in consumption of heating energy. The economic researchers use this data to produce the Heat Monitor. The study provides information about the demand for heating energy, CO₂ emissions and the amount households in residential buildings in Germany spend on heating. The basis of the calculations is the consumption data of 300,000 multi-apartment buildings throughout Germany. The findings of the latest report: German households are heating slightly less but CO₂ emissions are hardly decreasing at all.



1,408 working hours

In 2020, our employees invested a total of 1,408 working hours in climate protection.

827 trees

Our climate protection activities led to the planting of 827 trees.

€ 9,000

We donated some 9,000 euros to the charity projects of our employees in the join-in activity "What makes your heart beat faster?"

We enter into dialogue with business and society – for fresh ideas and new perspectives

Climate protection is a challenge that can only be mastered together. Therefore, we regularly engage in dialogue with businesses, society and politicians – to share our knowledge, exchange views and find creative, innovative solutions together.

We motivate the next generation to protect the climate:

In the future workshop held in September 2020, we got together with external experts on education to gather ideas on how we can develop the “ista schools in energy efficiency” project further. The main focus was on how digital offerings can be used to increase the project’s reach and impact.

We find new partners at the interdisciplinary Climathon:

With a challenge at the virtual Climathon, ista invited solutions for climate protection in residential buildings. The winning team’s idea: a platform that gives landlords quick and easy access to individually tailored information on renovation work.

We offer an idea-sharing forum with the “Club des décideurs de l’immobilier collectif”:

With the “Club des décideurs de l’immobilier collectif” (real estate decision-makers’ club), ista France regularly brings stakeholders from the real estate, engineering and urban development sectors together. The

participants exchange ideas on how to successfully save resources in buildings.

We promote the volunteering work of our employees:

We welcome and support it when our employees get involved in volunteering. In our join-in activity and competition “What makes your heart beat faster?”, we turned the spotlight on passion projects of our employees and also gave them financial support. All forms of voluntary work counted, after all volunteering is just as unique and diverse as the ista employees themselves. The employees could enter their volunteering projects in the competition. The eleven winners were

decided in a random draw on International Volunteer Day, 7 December 2020.

We are committed to the sustainable development of society - a commitment that goes beyond our business activities. We take part in climate protection campaigns and support the volunteering work of our employees. We also make regular donations to ecological and social charity projects.



Climate protection in the office and at home



Litter-collecting campaign in the woods



Donation projects

Size of the organisation

	2020	2019	2018
Companies	43 in 21 countries	46 in 22 countries	45 in 23 countries
Sales (in € m)	933.0	908.8	887.8
Total capitalisation (in € m)	4,084	4,149	4,182
– of which liabilities (in € m)	3,932	4,012	3,982
– of which equity (in € m)	152	137	200
Total investment (CAPEX) (in € m)	133.9	128.1	131.3

Acquisitions and sales

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 and KAST Service GmbH

in 2019

- Acquisition of the remaining shares in Clorius Varmekålerkontor I/S
- Acquisition of A-Z Objektservice GmbH & Co. KG
- Acquisition of A-Z Objektservice Verwaltungs GmbH
- Sale of ista Measurement Technology Services (Beijing) Co. Ltd.

in 2018

- Acquisition of GETEC Messdienst GmbH

Percentage of wireless devices in Germany

in per cent	2020	2019	2018	2017
Percentage of wireless devices ¹ ista Germany	38.7	33.1	27.0	20.0

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

Customers' footprint from heating cost billing in Germany

	2020 ³	2019	2018 ⁴	2017	2016	2015
Total heating emissions (in t of CO ₂) of all ista customers ¹	8,570,750.32	8,224,153.48	8,274,827.25	8,375,339.91	7,945,095.60	-
– Change from base year 2015	7.87%	3.51%	4.15%	5.42%	-	-
Heating emissions per unit [t CO ₂ /unit/a] ²	1.91	1.95	2.04	2.08	2.03	-
– Change from base year 2015	- 5.91%	- 3.94%	0.39%	2.44%	-	-
Heating emissions climate-adjusted per heated area [kg CO ₂ /m ²] ²	28.14	28.82	28.43	28.00	27.62	-
– Change from base year 2015	1.91%	4.34%	2.95%	1.41%	-	-
Heating emissions (in t of CO ₂) per property billed ²	19.87	19.08	19.52	19.52	18.48	-
– Change from base year 2015	7.52%	3.27%	4.15%	5.42%	-	-

¹ The measured CO₂ emissions of ista properties were extrapolated to represent the total number of properties in Germany.

² The figures are based on the measured CO₂ emissions of ista properties in Germany.

³ The figures for 2020 are not yet available as ancillary cost figures are never available until the end of the following year.

⁴ 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.

Consumption of electricity and heat within the organisation

in gigajoules	2020	2019 ¹	2018 ¹
Total electricity consumption	16,971	19,841	21,366
– electricity from the power grid	13,436	14,638	16,474
– electricity from renewable energy sources	3,536	5,203	4,892
Total heating energy	18,173	20,555	21,535
– of which gas	12,648	13,912	14,189
– of which oil	717	562	518
– of which district heat	4,808	6,081	6,829

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

in gigajoules	2020	2019 ²	2018 ¹
Energy consumption ¹ per employee	20.2	24.7	26.5

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

in per cent	2020	2019 ¹	2018 ¹
Percentage of electricity from renewable energies in total electricity consumption	20.8	26.2	22.9

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

	2020		2019 ¹		2018	
	Gigajoules	Litres	Gigajoules	Litres	Gigajoules	Litres
Total fuel consumption²	76,507	2,152,230	95,313	2,679,266	105,676	2,973,628
Fuel company fleet	75,885	2,134,329	91,878	2,580,236	95,045	2,671,331
– of which diesel	69,961	1,951,129	85,989	2,398,128	88,240	2,460,912
– of which petrol	5,924	183,200	5,889	182,108	6,805	210,419
Fuel rented vehicles	622	17,901	1,021	28,958	8,300	234,007
– of which diesel	436	12,161	858	23,923	7,469	208,294
– of which petrol	186	5,740	163	5,035	832	25,713

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.

² Consumption figures for travel with private vehicles are almost impossible to measure. For this reason, these estimates were no longer recorded in the last reporting year in order to reflect the consumption data as precisely as possible. The estimates from previous years were also removed to ensure better comparability.

Greenhouse gas footprint (Scope 1–3)

in tonnes of CO ₂ equivalent	2020	2019 ¹	2018 ¹
Total GHG emissions	7,864	9,958	10,691
GHG emissions per FTE²	1.42	1.81	1.91
Scope 1: Direct GHG emissions	6,131	7,443	7,760
– Gas	712	783	798
– Heating oil	53	42	39
– Company fleet	5,366	6,618	6,924
Scope 2: Indirect energy-related GHG emissions	1,519	1,716	2,006
– Electricity	1,387	1,584	1,650
– District heat and cooling	132	132	356
Scope 3: Further indirect GHG emissions³	213	799	924
– Rented cars	11	18	144
– Air travel	101	577	568
– Train travel	101	204	212

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

² Full-time equivalent.

³ CO₂ emissions from travel with private vehicles are almost impossible to measure. For this reason, these estimates were no longer recorded in the last reporting year in order to reflect the CO₂ emissions as precisely as possible. The estimates from previous years were also removed to ensure better comparability.

Change in greenhouse gas emissions

(changes in absolute terms compared with the previous year)

in tonnes of CO ₂ equivalent	2020	2019 ¹	2018 ¹
Total change	- 2,094	- 733	99
Heating energy	- 60	- 12	- 87
Vehicle fleet	- 1,252	- 306	213
Electricity	- 197	- 66	- 32
Business travel	- 586	- 125	- 33

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)¹

in tonnes of CO ₂ equivalent	2020	2019 ²
Total greenhouse gas emissions in the logistics chain	1,208	1,307
– Air freight	788	849
– Sea freight	118	107
– Road freight	303	351

¹ As soon as we can map a time series of three years, we will add the CO₂ emissions of logistics to ista's greenhouse gas footprint in Scope 3.

² Owing to changes in estimation methods and emission factors, the relevant prior-year figures have been retroactively adjusted.

Paper used by weight

in tonnes	2020	2019 ¹	2018 ¹
Total paper consumption	329	434	416
– Recycled paper	189	201	241
– Virgin fibre paper	78	157	114
– FSC-certified paper	62	76	62

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.

Percentage of sustainable paper

	2020	2019 ¹	2018 ¹
Paper consumption per FTE	59.4 kg	79.0 kg	74.3 kg
Percentage of sustainable paper in paper consumption per FTE	76.2 %	63.9 %	72.7 %
– Percentage of recycled paper per FTE	57.4 %	46.4 %	57.9 %
– Percentage of FSC paper per FTE	18.8 %	17.5 %	14.8 %

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.

Water consumption

	2020	2019 ¹	2018 ¹
Total amount of water withdrawn (in m ³)	18,728	25,832	28,558
Amount of water withdrawn (in l per FTE)	3,382	4,701	5,101

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.



Total number of employees by employment contract and type of employment

	2020	2019 ²	2018 ²
Total number of employees	5,741	5,806	5,931
– of whom with permanent employment contracts ¹	5,293	5,188	5,151
– of whom with fixed-term contracts	448	618	780
– of whom full-time employees	5,183	5,271	5,417
– of whom part-time employees	558	535	514
– of whom apprentices	112	111	117

¹ Excl. apprentices.

² In this report we have corrected some of the key figures for the previous years to take into account data for some branches that were not yet available on the publication date.

Age structure of the workforce¹

	2020	2019	2018
25 or under	360	381	516
26–35	1,747	1,771	1,906
36–50	2,336	2,383	2,283
51 or over	1,298	1,271	1,226

¹ Excl. apprentices.

Workforce by region and gender¹

	2020			2019 ²			2018		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total workforce	47.0%	53.0%	5,741	49.0%	51.0%	5,806	50.2%	49.8%	5,931
Core Markets	1,291	1,171	2,462	1,278	1,148	2,426	1,303	1,151	2,454
Global & Developing Markets	747	505	1,252	953	527	1,480	1,063	514	1,577
ista Shared Services	300	1,189	1,489	290	1,134	1,424	312	1,136	1,448
Other locations ³	362	176	538	326	150	476	302	150	452

¹ Excl. apprentices.

² In this report we have corrected some of the key figures for the previous years to take into account data for some branches that were not yet available on the publication date.

³ Covers the locations: Head Office, Technicum Essen, Manufacturing Centre Au, Warehouse & Distribution Centre Gladbeck, Quality Office Bangkok.

Sickness rate by region

in per cent	2020	2019 ¹	2018 ¹
ista Group	4.02	3.96	4.00
– of which Core Markets	4.60	5.19	4.98
– of which Global & Developing Markets	2.41	1.56	1.94
– of which ista Shared Services	4.12	3.74	3.82
– of which other locations ²	4.71	5.55	6.20

¹ In this report we have corrected some of the key figures for the previous years to take into account data for some branches that were not yet available on the publication date.

² Covers the locations: Head Office, Technicum Essen, Manufacturing Centre Au, Warehouse & Distribution Centre Gladbeck, Quality Office Bangkok.

Turnover by reason for termination and recruitment rate

	2020	2019 ¹	2018
Termination by employee	273	463	385
Termination by ista	293	220	234
End of fixed-term contract, retirement, seasonal termination or similar	193	169	173
Total turnover	759	852	792
New recruits	736	705	797
Turnover rate²	13.2%	14.3%	13.4%

¹ In this report we have corrected some of the key figures for the previous years to take into account data for some branches that were not yet available on the publication date.

² 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)

	2020	2019 ³	2018 ³
Frequency rate ¹ – total accidents	1.00	1.35	1.01
Frequency rate ¹ – accidents with lost time ²	0.41	0.72	0.70

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.

³ Figures could not be conclusively verified by SGS-TÜV Saar GmbH.

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 Freier Immobilien- und Wohnungsunternehmen e. V.** (BFW - Federal Association of Independent Real Estate and Housing Companies)
- **Bundefachverband der Immobilienverwalter e. V.** (BVI - Federal Association of Property Managers)
- **Bundesverband der Energie- und Wasserwirtschaft** (BDEW - Federal Association of the Energy and Water Industries)
- **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, Städtebau und Raumordnung e. V.** (DV - German Association for Housing, Urban and Spatial Development)
- **Digitale Stadt Düsseldorf**
- **Die Wohnungswirtschaft Deutschland** (GdW - Umbrella Organisation of the German Housing Industry)
- **Energy Solutions**
- **Europäischer Verein zur verbrauchsabhängigen Energiekostenabrechnung e. V.** (E.V.V.E. - European Association for Energy Cost Allocation)
- **European Federation for Living** (EFL)
- **Initiative Corporate Governance der deutschen Immobilienwirtschaft** (ICG - Corporate Governance Initiative of the German Real Estate Industry)
- **Initiativkreis Ruhr**
- **Internationaler Controller Verein e. V.** (ICV)
- **NABU Gebäude-Allianz** (NABU Building Alliance)
- **UN Global Compact (UNGC) & Deutsches Global Compact Netzwerk** (DGCN)
- **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)
- **Zentraler Immobilien Ausschuss** (ZIA - German Real Estate Trade Association)

ABOUT THIS REPORT

PROGRESS REPORT 2020/2021


The progress report 2020/2021 is ista's eleventh sustainability report. At the same time, it represents the progress report for the Global Compact of the United Nations.

FRAME OF REFERENCE

The report includes 44 companies worldwide. It is based on the key figures for the 2020 calendar year.

KEY FIGURES AND AUDIT

The key figures regarding the workforce structure in the chapter Employees were recorded as of 31 December 2020. The specific key environmental figures, on the other hand, are based on the average full-time equivalent (FTE) for 2020 and, in addition to the 43 companies, also include ista Luxemburg GmbH S.à r.l.

The key environmental performance figures and the key employee figures for the 2020 financial year were the subject of a limited assurance audit conducted by SGS-TÜV Saar GmbH. 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 by ista employees is 15.0% for electricity consumption, 45.2% for water consumption and 33.8% for heating energy. In this report, we have corrected some of the key figures for 2019 as the consumption figures were not yet available for all branches on the publication date of the sustain-

ability report 2019. 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 2021. ista's progress report appears annually.

RESPONSIBLE

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