



URBAN  
BENCHMARKS.

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CORPORATE SOCIAL RESPONSIBILITY POLICY

## CORPORATE AND SOCIAL RESPONSIBILITY

### PREAMBLE

CA Immo is successful in many countries with different languages and cultures. This is because we respect and appreciate these differences, turning individual strengths to our own advantage. We seek to succeed through commitment, creativity and the willingness of all staff to accept responsibility. We strive to attract the highest qualified employees to our company and establish long-term working relationships between the company and its staff. We have high standards and set our employees ambitious targets. This requires a highly qualified workforce: we look for high qualification levels in line with individual job requirements. We support and encourage our employees by means of continual professional training opportunities according to need. We respect the rights, interests

and needs of our employees and take account of their individuality to ensure proper equality of opportunity. Within the company, we use courteous terms of address and are fully and actively committed to achieving the goals of the company as well as personal targets. In these guidelines, CA Immo commits itself to dealing with staff members in a fair and respectful manner. At the same time, we ask our employees to commit to fair and respectful dealings with each other and with third parties (applicants, service providers, contractual partners and others).

For reasons of legibility, the generic masculine form may be used in these guidelines; this explicitly includes female and other gender identities where required to convey an assertion.



## CONDUCT TO EMPLOYEES

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### 1. COMMITMENT TO PROTECTING AND UPHOLDING HUMAN RIGHTS

Within our sphere of influence, we commit ourselves to upholding human rights as internationally defined in the **UN Charter** and the **European Convention on Human Rights**. We categorically reject any violation of human rights, whether this occurs within our company, among our business partners or anywhere in the supply and value chain. This commitment applies to our own business activities as well as our global supply lines and value chains. Moreover, it includes all forms of forced labour and/or child labour (whereby the minimum standard is defined by the regulations of the [Minimum Age Convention – C138](#) and the [Forced Labour Convention – Co29](#) and must be defined in each case) as well as discrimination on the basis of gender, sexual orientation, marital status, regional or social origin, race, skin colour, religion, ideology, age, membership of an ethnic minority, disability of any kind or other reasons.

The entire corporate group pays particular attention to the [UN guiding principles on business and human rights](#), which are based on recognising the obligations of states and business enterprises to respect human rights. CA Immo does not tolerate violations of human rights under the terms of the UN Charter and the European Convention on Human Rights and the prohibition on forced labour and/or child labour as defined by the Minimum Age Convention – C138 and the Forced Labour Convention - Co29. As soon as CA Immo becomes aware of a confirmed breach on the part of a business partner, business relations with that party will be broken off at the earliest opportunity (termination or dissolution of contract). Without exception, no new contracts will be entered into with such business partners.

We can only remain successful in business where the consequences of our business activities accord with human rights and the environment. We therefore take care to ensure our activities do not adversely impact on human rights, or contribute to such an impact, even indirectly (e.g. in the selection and procurement of materials). Similarly, we expect our employees to observe the regulations on human rights to the full.

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### 2. AWARENESS OF OUR SOCIAL RESPONSIBILITIES AND EMPLOYEE RIGHTS

Meeting social standards in respect of our own employees as well as business partners and tenants of properties developed and managed by CA Immo is a high priority.

This involves observing social and employee protection standards while upholding employee rights to self-determination (rights of assembly, organisation and strike), both within CA Immo Group companies and partner companies.

To the best of its ability, CA Immo undertakes to provide the appropriate time, space and information to employees wishing to exercise their statutory rights of self-determination.

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### 3. SELF-IMPOSED DUTY TO PROMOTE EQUALITY AND DIVERSITY

We regard aspects of equality and diversity as among the central socio-political tasks of any business enterprise. CA Immo takes steps to advance and promote gender equality (and other types of equality) for all employees in the course of normal business operations and personnel management.

The company achieves this by focusing on the following aspects:

- **Raising awareness:** CA Immo regularly reviews its internal corporate culture and structure with a view to identifying areas in which equality and diversity could be improved. To make the necessary changes, awareness of structural barriers is raised. Regular leadership training courses are held to sustain levels of awareness in day-to-day staff management.
- **Employee development:** We encourage the professional and social development of all employees as individuals, thereby aiming to make it easier for our staff members to overcome barriers to equality. On internal employee development programmes, a balanced quota of participants is consciously encouraged.
- **Monitoring:** The ongoing collection and analysis of available data promotes long-term development and enables the early identification of areas still requiring change.

Our commitment also extends to granting employees the requisite materials and freedoms and enabling them to design their workplaces for the best possible integration with CA Immo. If necessary, we supply the means for preventing discrimination on the basis of disability (assistive technologies, workplace layout, etc.).

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#### 4. COMMITMENT TO PROMOTING THE DEVELOPMENT OF EMPLOYEES

CA Immo is committed to systematically developing the full potential of its employees, and to identifying, developing and promoting both professional and social skills.

To identify development potential, we hold regular staff appraisal meetings in which we discuss training requirements and analyse development scope, thereby identifying potential and support options for each individual employee.

CA Immo also supports employees seeking training leave as required.

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#### 5. RECONCILING PROFESSIONAL AND FAMILY LIFE

CA Immo promotes the work-life balance over and above its legal obligations by means of individual and flexible working hours, part-time options, working from home, paternity leave and 'fathers' month'. CA Immo also offers sabbaticals as required and supports employees seeking training leave. CA has created 'parent-child workspaces' to allow its employees to meet childcare commitments at short notice while performing their professional duties. To this end, we always aim to reach individual agreements tailored to the specific needs of employees.

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#### 6. PROMOTING HEALTH AND SAFETY

For CA Immo, the health and safety of our staff while at work is a top priority.

For this reason, we are continually enacting supplementary health measures alongside the statutory provisions on employee protection. The effectiveness of relevant

measures is regularly evaluated along with employee feedback, and changes are made as needed. For

example, CA Immo offers its employees the following measures and assistance (whereby actual measures may vary according to the countries in which CA Immo is active):

- Ongoing physical and electronic information on workplace layout
- Workplace inspections and ergonomic advice on screens, seating positions, etc.
- Regular first aid courses (voluntary)
- Physical and electronic fitness plans to encourage exercise
- Presentations from medical professionals aimed at promoting health and preventing/countering stress
- Relaxation workshops
- Annual tick and flu vaccinations, plus vaccination card checks and immunisation advice (free and voluntary)
- General advice on medical issues
- Presentations on health promotion and health at work
- Nutrition advice
- Cooperation agreements with fitness centres (sports cards, discounted membership fees, etc.)

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#### 7. PROMOTING THE SOCIAL COMMITMENT OF EMPLOYEES

CA Immo welcomes the commitment of its employees to the common good. We encourage such social commitment by offering employees who can provide evidence of a relevant activity for the common good up to two working days off per year (without counting these against holiday entitlement). The corresponding days may be used in any suitable manner subject to agreement of the manager, although the respective employee must devote their professional skills to a charitable purpose for one day (e.g. advising or other contribution within the employee's own field of work, non-profit training in this area, etc.). The employee must provide documentation to their manager of the common good of the activity and the beneficial deployment of professional skills. In cases of doubt, Human Resources may decide whether an activity promotes the common good. Neither the activity during the social commitment exercise nor the persons or groups thereby supported (association, etc.) may violate the fundamental values as defined by CA Immo. Political activities do not qualify as social commitment and are treated according to the relevant regulations.

## EMPLOYEE CONDUCT

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### 1. BAN ON DISCRIMINATION

CA Immo is against all forms of discrimination on the basis of gender, sexual orientation, marital status, regional or social origin, race, skin colour, religion, ideology, age, membership of an ethnic minority, disability of any kind or other reasons.

CA Immo supports the right of all people to look for, apply for and perform a job free from discrimination and/or harassment. For this reason, CA Immo explicitly prohibits all forms of harassment and discrimination, for whatever reason, against or carried out by employees (including fixed-term staff and officials), applicants, employees of external companies, clients, service providers and anyone working on the premises of CA Immo.

Applicants, employees and former staff members have the right to fair, polite and respectful treatment by their managers and colleagues.

Nobody may be harassed, discriminated against, disadvantaged or favoured for no objective reason on account of their gender, sexual orientation, marital status, regional or social origin, race, skin colour, religion, ideology, age, membership of an ethnic minority, disability of any kind or other reasons. The same applies in the context of personnel recruitment, the promoting/ filling of vacancies, training measures and the dissolution of employment relationships. Where necessary, CA Immo supplies the means for preventing discrimination on the basis of disability (assistive technologies, workplace layout, etc.). CA Immo also cooperates with organisations that help disabled people to access the labour market.

All employees are obliged to respect the personal spheres of their colleagues. We condemn any form of sexual or other harassment and regard this as unacceptable. Our employees are personally responsible for conducting themselves in a way that does not cause offence to others.

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### 2. BAN ON BULLYING

For a company to be successful in the long term, respectful, appreciative, fair and polite working relationships are essential. All employees (including managers,

Management Board members and those serving on supervisory bodies) are therefore obliged to promote and uphold a positive working environment. This means individuals must aim to establish a culture of respect, cooperation and inclusion, mainly by respecting the dignity and personality of all individuals.

Bullying is characterised by systematic, psychological pressure in the workplace, whereby the affected person is victimised and emotionally harmed. Our employees must therefore refrain from acting in such a way that could subjectively place colleagues under such pressure.

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### 3. BAN ON HARASSMENT

All employees are obliged to respect the personal spheres of others. Sexual harassment and other types of harassment are unacceptable and therefore prohibited. Our employees are personally responsible for ensuring they do not conduct themselves in ways that could cause offence to others.

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### 4. LEADING BY EXAMPLE

The Management Board of CA Immo, with the support of the relevant managers and the Human Resources division, is responsible for leading and supervising the employees. Managers are responsible for setting an example by upholding our codes of conduct and internal guidelines; they also oversee compliance with these regulations on the part of employees.

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### 5. PERSONAL MEMBERSHIPS

Employees are permitted to have personal memberships of political parties, associations and lobbying groups (e.g. confederations of independent traders), but these memberships must be reported to a central authority (Corporate Office, responsible for compliance). To ensure conflicts of interest are avoided and to train relevant staff members on specific aspects (of antitrust law, for example), all secondary activities and any involvement in working groups/task forces must also be reported to Corporate Office.

## COMPLAINTS

Breaches of these guidelines are punishable under industrial law. To this end, employees are required to report violations of applicable legislation and our codes of conduct. Where suspicious circumstances arise, affected employees (and observers) have the option of reporting the situation to their immediate superior (or senior manager if necessary) and Corporate Office. Employees can also report such circumstances anonymously via the electronic whistleblower system set up by CA Immo. The electronic whistleblower system is available to our em-

ployees as well as external third parties (e.g. contracting partners) via our web site at [Whistleblower System \(caimmo.com\)](https://www.caimmo.com/Whistleblower-System).

Employees need not fear sanctions in response to a credible report of an incident. Attempts at intimidation and reprisals against employees who report actual or suspected misconduct are not tolerated. All reports are impartially resolved by Corporate Office, or by Internal Auditing in the case of a potential conflict of interest.