

**Sasse Group**

**CSR-Report 2020**



# CSR-Report 2020

Dear readers,

this report shows where and how we integrate sustainability in our business. We also reveal where we see a need for action and what goals we set ourselves for the future. The great importance of corporate social responsibility (CSR) for Sasse Group is illustrated by Dr. Laura Sasse on the following page.

The report itself is divided into four sections:

- In the section **Economic Responsibility** we explain why economic and sustainable action go hand in hand and how we contribute to prosperity and development in the regions where we are active.
- Under the heading **Responsibility as an Employer**, we explain what we do to ensure a healthy working environment and how we create career prospects. In addition, the employees themselves have a say.
- On the topic of **Ecological Responsibility**, we review how facilities management and climate action go together, what we have implemented so far and what we aim for in 2021. Also, you will find key figures on our carbon footprint in this chapter.
- Finally, we assume **Social Responsibility** beyond our core business. This includes various honorary offices and involvement in local charities and organisations.

Since June 2021, we have a new colleague on board. As CSR & Communication Manager Merret Nommensen is happy to answer your comments and queries: [Merret.Nommensen@sasse.de](mailto:Merret.Nommensen@sasse.de)

We look forward to your feedback!

**In order to save resources, we have deliberately published the report digitally and appreciate it if you read it on your screen.**



# Let's talk about respect



Dr. Laura Sasse

Dear readers,

this is our second CSR-report. It differs in many points from the first edition. One reason is that approaches and focal points are changing at a rapid pace where responsibility is required – not least because the world in which we live and work is changing rapidly. Another reason is that we are learning and getting better all the time.

This report is a document of **respect**. Towards the people in our society, the people with whom we work and the people on whom our thoughts and actions have a direct impact. There is no compromise when it comes to ensuring that employees feel comfortable and safe in a company. There is also no compromise on the responsible use of resources and technology.

On the following pages we show the whole spectrum that corporate social responsibility covers at Sasse Group. In some areas we are already quite far along. Because we started early, because as a family business, living sustainability and taking responsibility are part of our DNA.

For us, CSR is the central theme in a sustainable, value-added partnership. Careful use of water, electricity and packaging to conserve raw materials and avoid emissions. The proactive maintenance of equipment to prevent erosion. Caring for employees and their families to keep life and work compatible. This and much more shows why **'We think Sasse'** is inextricably linked with **'We think respect'**.

I wish you an inspiring read!

Yours

A handwritten signature in blue ink, reading "L. Sasse".

Dr. Laura Sasse



# Facts & Figures 2020



44 years of experience in facilities management



6,500 employees from 98 nations



100% family owned



43 locations

 Transport	 Automotive	 Consulting	 Finance & Asurance	 Real Estate	 Aviation	 Electrical- engineering
 IT & New Economy	 Trade	 Media & TV	 Healthcare	 Chemicals & Pharma	 Public Sector	 Sports & Leisure

1,500 clients from almost  
all industries



# Principles of our responsibility

## VISION

Sasse Group will continue to be a family-led company and a reliable business partner in the future. The image of our company shall be characterized by the terms

- **‘professional and innovative’**,
- **‘respectable and consistent’**



## MISSION

We identify ourselves with our clients' individual needs. Through innovative solutions, we create value for our clients. Our ultimate goal is high customer satisfaction, achieved through **Sasse Service Excellence**.



## VALUES

Our conviction of thinking and acting in a sustainable manner is reflected in our responsibility towards the state, towards society and towards the environment. Based on this responsibility, we regard it as our duty as a company to contribute to our country's **economic and social progress**. Mutual respect and responsible interaction with our valued employees lie at the very core of our actions and beliefs.



As a company we are part of society and bear responsibility for it. We try to live this self-conception every day. Our **vision**, **mission** and **values** provide orientation for every employee in their daily actions. **International agreements** shape our image of a sustainable world. **External audits** ensure that we live up to our own standards.



# Principles of our responsibility

International standards are the benchmark of our social responsibility

In our corporate social responsibility, we are guided by the ten guidelines of the [UN Global Compact](#) and the **United Nations Global Sustainable Development Goals**, SDGs.

These standards are closely related to the **vision, mission, values** and strategy of Sasse Group. Ultimately, it is people who act responsibly – for each other in the company, for our customers and partners, for everyone who is affected by our work and its results.



## We have our work reviewed regularly

Recognised **certifications** and external **audits** reveal where we are on the right track and where we need to adjust.

We are aware that the interaction between economy and ecology is not a matter of arithmetics. One requires the other when looking beyond one's own horizon and the present. At Sasse Group, we therefore build business models, processes and relationships in such a way that we live up to our responsibility at all levels – and that every employee can go about his or her work with a clear conscience.





# Ecological Responsibility

## Why economic and sustainable action go hand in hand

Economic success is a prerequisite and an obligation to implement our understanding of social responsibility. For 45 years, Sasse Group has been contributing to prosperity and development in the places where we are active. We provide **jobs**, pay **taxes** and participate in the **discourse** on a sustainable economy.

As a facilities services provider, we make a significant contribution to ensuring that facilities and sites are maintained for as long as possible – perhaps the most effective way of **conserving resources**. In dialogue with our clients, we look for ways to reduce emissions and avoid waste.

**Innovation and progress** are constant and necessary companions in our activities. For example, in recent years we have invested heavily in digitalisation, which makes our employees' everyday lives easier and our work better. This is how we secure our presence in the market and the associated jobs in the long term.



By preserving the value of the properties entrusted to us...

...we ensure that their owners can make lasting and sustainable use of their investment.

By providing safe and attractive workplaces...

...we enable smooth operations and a productive environment.

By being open and constructive with our counterparts...

...we open the way for further development and real partnership.

By aligning our management with recognised standards such as ISO 9001...

...we ensure quality and continuity throughout the whole group.

By regularly auditing our suppliers and subcontractors...

...we create a value chain that sets free resources and energy to invest in a better future.

By taking our employees' practical experience seriously and ensuring transfer...

...we create the basis for a learning organisation.

By working together fairly and openly as a team...

...we give our employees the freedom to develop their skills and talents.



# Responsibility as an Employer

## In a PEOPLE BUSINESS it's people that make the difference



Even if technology is our profession – in facilities services, the focus is on people. For our customers we ensure an environment in which people feel comfortable and carefree. And for our employees, we create jobs that are safe and open up perspectives.

This also applies to the economic prospect: long before the public discussion, our founder and Chairman of the Board, Dr. Eberhard Sasse, advocated for an industry-specific **minimum wage**. Our staff in Germany and Austria is paid according to this wage. In the UK we pay real Living Wage & London Living Wage.

### OCCUPATIONAL HEALTH MANAGEMENT

We instigated a Group-wide health and safety policy in 2017. Our human resources managers implement measures such as „healthy break“ or „health days“. The **Sasse Runners** usually meet to run together. During the pandemic this was only possible to a limited extent, but many colleagues still ran in their Sasse shirts.

### LIVING DIVERSITY

52% of Sasse Group's staff is female, which is not unusual for a service company. However, 40% of our management positions are held by women. **Equal pay** is not an obligation but a matter of course for us. We employ people from **98 nations**, with different levels of education, social backgrounds or physical abilities. We reject any form of discrimination or unethical behaviour. Principles and instructions convey and anchor these values.

### PREVENT CORRUPTION

Through our **Code of Conduct** (Anti-Corruption Policy) for relationship with suppliers and subcontractors, we counteract corruption and bribery.

### WHAT WE AIM FOR IN 2021

- We will expand our commitment to the **education of young people**.
- We will collect basic data on occupational **health and safety and human rights** in all parts of the business and publish it in the CSR Report 2021.
- We will review our Code of Conduct for suppliers with regard to **social and environmental** standards and make amendments where necessary.

### SAFETY AT WORK

Employees and managers alike want to feel safe at work and that their health is valued. Sasse Group is certified according to **ISO 45001**: Health and Safety at Work. Qualified specialists ensure implementation in practice.

### ENABLING EDUCATION AND TRAINING

With a comprehensive range of further training courses at all levels and in all business areas, Sasse Group enables its employees to improve their individual career opportunities. We rely on our own offers in the **Sasse Academy** as well as on e-learning and external service providers. In 2020, we trained **1,025 employees** on topics such as disinfection, project management, digitalisation, IT or communication.

### PROMOTING YOUNG TALENT

Sasse Group is a recognised training company. In 2020 we had six young people in training for various career paths.



# What Sasse employees value about their work



„**Family business** is not just a term at Sasse Group. By creating an infrastructure that allows flexible working, family and job can be balanced.“

*Nicole Gaunt, Key Account*

„You are **never alone when faced with challenges**, there are always nice colleagues to support you.“

*Mirko Bieberstein,  
Operations Manager*



„**Respect** for employees and customers coupled with **sustainable action** are the core values of Sasse Group.“

*Benny Wunderlich,  
Managing Director Sasse Group UK*

“What I value most is the strong **support as a team**.“

*Keshia Charles,  
Operations Manager UK*



“Through my daily tasks I can **develop my skills** and follow my career path.“

*Demed Hasan,  
Office Management Trainee*



„At Sasse Group, I find humanity and **fairness**. That's why I like working here.“

*Jasmin Coblitz, Cleaner*

“Sasse Group assumes **social responsibility** and thereby shapes the economic and social progress of society.“

*Bianca Karg, Branch Manager Aviation*



„The tasks are varied, the **atmosphere is great** and you work well with your superiors.“

*David Kostic, Glass Cleaner*





# Ecological Responsibility

## A good match: Climate protection and facilities management

Without doubt, climate protection is one of the most important tasks of our time for states, individuals and companies. Acting sustainably and in a climate-friendly manner is no longer a free exercise, but a **compulsory task for everyone**. As Sasse Group, we naturally make our contribution. For example, all our companies are certified according to ISO 14001. Dr. Laura Sasse tells us in an interview how and where we anchor climate awareness in our everyday life:

*Laura, how do climate protection and facilities management go together?*

With our work, we ensure that buildings and facilities last for a long time – perhaps the most effective way to conserve resources. But facilities management can do much more: we provide property owners with **data** for their carbon footprint, advise on energy efficiency or enable the **intelligent use of spaces** through digital applications. And of course there is huge potential for climate-friendly action in our own use of resources.

*Can you give an example?*

Let's look at water consumption: Where possible, we use modern cleaning equipment such as i-Mop and spray foggers or dosing systems. This enabled us to **reduce annual water consumption by 900,000 litres** in the area of maintenance cleaning since 2019. In addition, since 2020 mopping robots have been used in several properties, which consume particularly little water.

*What about cleaning agents?*

We pay attention to standards such as ISO 14001 or EMAS when selecting our suppliers. For example, we use a lot of cleaning products from Ecolab, which has received several awards for its sustainability strategy. In the coming years, we want to significantly increase the share of **eco-friendly cleaning agents**. Just recently we agreed with a large client that we will be cleaning numerous of their shops with sustainable products in the future. We especially value joint efforts such as this.

*How do you implement sustainability in technical facilities management?*

There are numerous possibilities, too. For example, we have been advising our clients on the topic of **energy efficiency** for years, supporting the conversion from district heating to solar thermal or helping them switch to LED lighting.

### WHAT WE AIM FOR IN 2021

- We will increase the share of **eco-friendly cleaning products**.
- We will adopt a **travel policy** for sustainable travel (e.g. car sharing for business trips, clustering of appointments so that trips can be used optimally, rail travel, digital-first policy, etc.).
- We will increase the share of **renewable energy** in the energy mix of our properties.
- We are looking into switching to **sustainable office equipment** (pens, paper, etc.).
- We will raise awareness of our employees to switch to **alternative means of transport**.
- We will examine further options as to whether and how we can introduce more **hybrid or electric vehicles** to our fleet.

*Facilities services also include smart waste management.*

Correct. This starts with our own purchasing. Larger **packaging units** can save a lot of waste, but high concentrates in smaller units are sometimes more efficient. We are in constant dialogue with our suppliers about this. At the same time, we advise our customers on how they can **smartly control and reduce their waste volume**. For example, we have installed new waste bins with clear symbols at a large customer. The waste is sorted correctly, the recycling rate rises and the customer saves money because less ends up in the residual waste.

*Is the end of the road near?*

Not even close! **More climate protection is always possible**. Every day we discuss new ways to make our actions more sustainable – internally and in dialogue with our clients and partners.

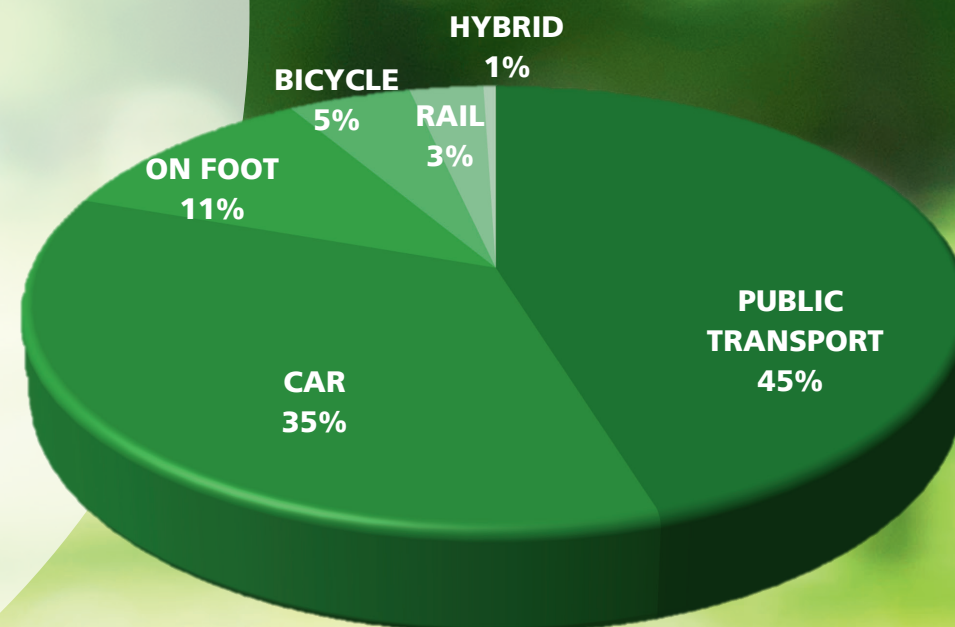


# Ecological Responsibility

## A glance at the numbers: Our greenhouse gas emissions

We systematically collect key figures on our **corporate carbon footprint**. We follow the guidelines of the internationally recognised Greenhouse Gas Protocol and report on direct (Scope 1 and 2) and indirect emissions of the Group (Scope 3). The task now is to continuously expand the data available and to determine our greenhouse gas emissions as completely as possible.

However, the existing data already provide us with good indications of where and how we can improve the climate balance of Sasse Group. One positive fact: 60 % of our employees travel to their workplace by public transport, on foot or by bicycle. We intend to continuously address the issue of **mobility** in the future, for example by gradually switching to electric or hybrid vehicles.



Sources for calculating greenhouse gas emissions:  
Federal Environment Agency, Bavarian State Office for the Environment

Total greenhouse gas emissions  
determined for Sasse Group in 2020:  
**4,188 tonnes**



### OFFICES AND PROPERTIES

Electricity consumption in offices and properties in 2020: 124,940 kilowatt hours  
Greenhouse gas emission: **50 tonnes**  
District heating consumption in offices and properties in 2020: 862,942 kilowatt hours  
Greenhouse gas emission: **138 tonnes**

### FUEL CONSUMPTION OF SASSE FLEET IN 2020

The Sasse fleet consists of 197 vans, 210 cars and three motorbikes.  
Petrol: 95,514 litres  
Diesel: 541,621 litres  
Greenhouse gas emission: **1,990 tonnes**

### EMPLOYEES' COMMUTE TO WORK IN 2020

Public transport: 11,390,000 kilometres  
Passenger car: 7,639,000 kilometres  
Rail: 868,000 kilometres  
Bicycle: 490,000 kilometres  
On foot: 280,000 kilometres  
Car with electric or hybrid engine: 87,000 kilometres  
There were no business trips by plane in the pandemic year 2020.  
Greenhouse gas emissions: **2,010 tonnes**



# Social Responsibility

## Our engagement transcends the core

As a company, we act with and within society. Our behaviour has an impact on people, institutions or companies and vice versa. Therefore, we believe that we should also **take responsibility for society beyond our core business**. In the locations where we operate, we want to create perspectives through our commitment.



### WHAT WE AIM FOR IN 2021

- We will remain committed to diversity as an enrichment and join the **Diversity Charter**.
- We will of course continue to pursue our current activities.



### PERSPECTIVES FOR CHILDREN

As a family business, it is in our DNA to want to give the next generation a good start. We have been supporting the work of [Hopes and Homes for Children](#) for years. The organisation accompanies children and young adults worldwide towards a self-determined future.

In Germany and Austria, we are also financially and personally involved in [Stiftung Lichtblick](#), in [„Wir helfen München“](#) (We help Munich) and in the expansion of a children's hospital.

### PERSPECTIVES THROUGH PARTICIPATION

Those who have a say can help shape the future. The Sasse family is involved in the board of trustees of [Stiftung Lichtblick](#), the [Newmilins Regeneration Association](#), and in the [General Assembly of the Chamber of Industry and Commerce for Munich and Upper Bavaria](#).

### PERSPECTIVES FOR CLIMATE

Trees are the green lung of our planet. Sasse Group has been cultivating the **Sasse Forest** for 20 years. About 175,000 trees grow here on 157 hectares. This corresponds to a CO<sub>2</sub> neutralisation of approx. 45,000 tonnes.

### PERSPECTIVES FOR SPORT

We believe that sport not only promotes stamina, discipline and health, but also creates opportunities for young people. That's why we're delighted to be a longstanding sponsor of **Bristol's Longwell Green football team**, which features players under the age of 16. We also support a junior soccer team, a snowboarder and a female tennis player.





WE THINK SASSE.

WE THINK CSR.

#### **IMPRINT**

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