

ESG REPORT

SASSE GROUP

2023





WE TAKE RESPONSIBILITY

Dear reader,

"I understand that." A sentence expressing understanding. But even more: it represents the reproducibility of concepts and processes. It stands for transparency and quality that can be verified. Transparency ensures a common basis for further developments.

Thus, this ESG report by Sasse Group is an invitation to enter into dialogue regarding the attitude and actions of our company beyond a purely numbers-based accounting. We provided reliable data and explanations for every step and measure undertaken in the fields of "Environment," "Social," and "Governance". They make our motivation, our decisions and the associated changes transparent. And thus, they are comprehensible for all readers of this report.

In this context, to make something understandable also means to inspire others to emulate it. As a family-owned business, we bear a special responsibility for exemplary behaviour. We stand for credibility with our name.

We have clearly formulated goals that we aim to achieve in the coming years. We invite you to accompany us on our journey, in partnership, in dialogue, encouraging, demanding. This way, "understanding" becomes "co-understanding." We are always open to stimulating and constructive conversations on this topic.

Yours,

Dr. Laura Sasse
Member of Board Finance | Digital | ESG

"AS A FAMILY-OWNED
BUSINESS, IT IS IN OUR
DNA TO THINK NOT
JUST IN QUARTERS,
BUT IN GENERATIONS."

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To save paper, water and energy, we have deliberately produced this report digitally only.
We appreciate that you read it on screen and do not need to print it out yourself.

ABOUT THIS REPORT

Dear reader,

after 2019, 2020, 2021 and 2022, you now have the fifth ESG report from Sasse Group in front of you. The reporting period, in its key statements, covers the fiscal year from January 1, 2023, to December 31, 2023.

Furthermore, we have submitted our third declaration to the German Sustainability Code (DNK declaration). In it, we provide detailed information about our sustainability performance along the 20 DNK criteria and GRI Standards. The present ESG report is to be understood as a compact version of the DNK declaration. This year, too, the Institute for Applied Sustainability (inas) from Ingolstadt, under the direction of Dr. Michael Tretter, has provided us with comprehensive support.

Sasse Group has extensively revised and further developed its ESG (Environmental, Social, Governance) strategy for the year 2024 to adapt to current challenges and developments in the field of sustainability. The presentation of the new strategy is a focus of this report. Additionally, we have significantly expanded our Corporate Carbon Footprint and assessed further Scope 3 emission sources. On one hand, to be prepared for reporting requirements and on the other hand, to have a solid foundation for our climate strategy.

Constructive feedback is a form of "renewable energy" for us in this process. As with the previous report, we invite you once again to provide us with constructive feedback on this ESG report:

Where can Sasse Group improve?
What information are you missing?
Which ideas deserve more attention?

We are eager to continue learning. Your input at esg@sasse.de is very valuable to us.

Our declaration on the German Sustainability Code (DNK), which also fulfils the requirements of the CSR Directive Implementation Act, can be found in the DNK database and as a PDF on our homepage.



TO THE DNK DATABASE



TO THE DNK DECLARATION AS PDF



Deutscher
NACHHALTIGKEITS
Kodex
Berichtsjahr **2023**



Erstellt nach
CSR-Richtlinie-
Umsetzungsgesetz

Further information and details on the information summarised here as well as comparative values for the values for the 2021 financial year can be found in the detailed DNK statement.

AT A GLANCE

SASSE GROUP IS A FAMILY-RUN, INTERNATIONALLY ACTIVE COMPANY.

As a provider of integrated facility management services, we have been a competent partner for the real estate industry, industrial and leisure companies, trade, aviation and transport for over 45 years.

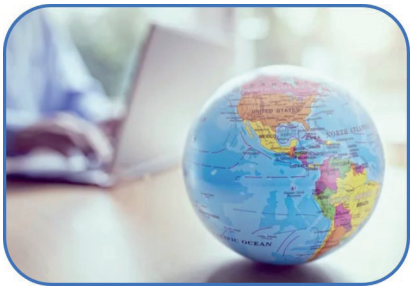
Currently, 8,900 employees work for Sasse Group and its subsidiaries.



Family Business
100%



Expertise since
1976



Present in
6 Countries

PERSONAL, HONEST AND DIRECT - SASSE IMAGE MOVIE



[To Image Movie](#)



Customer retention
60% >10 a.



Customers worldwide
~1.500

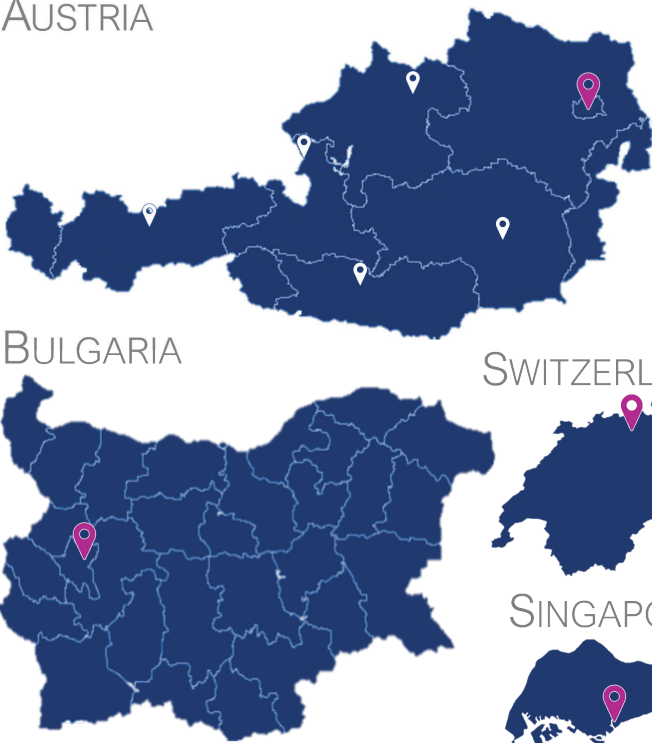


Employees
~8.900

GERMANY



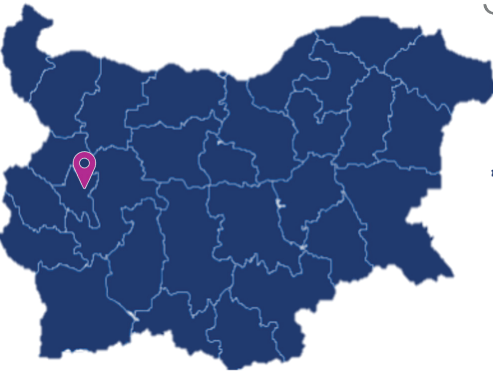
AUSTRIA



UNITED KINGDOM



BULGARIA



SWITZERLAND

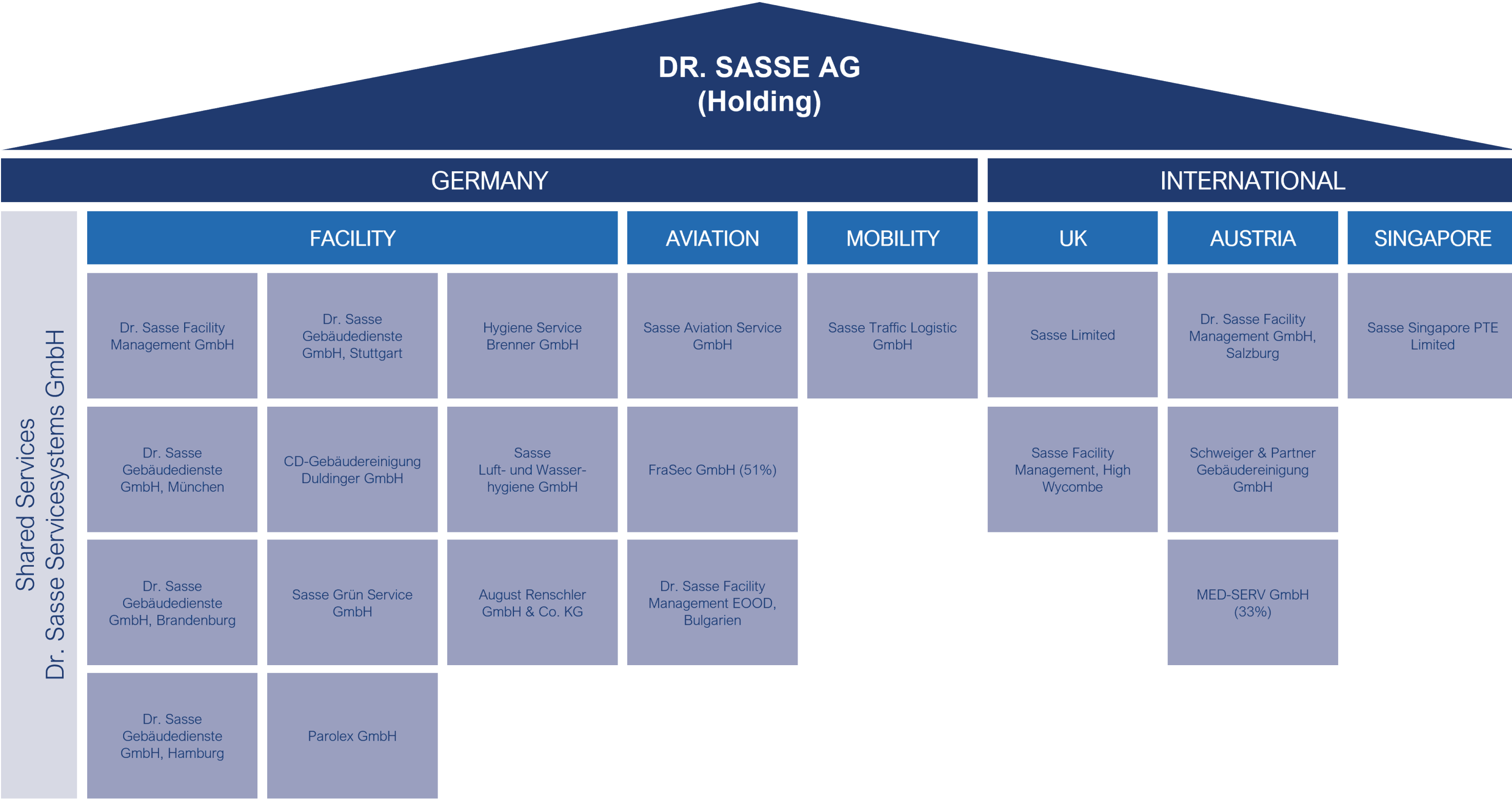


SINGAPORE



- Headquarter Munich
- BRANCH OFFICES GERMANY
Berlin | Düsseldorf | Frankfurt | Hamburg | Cologne | Munich | Stuttgart
- SERVICE CENTRE GERMANY
- BRANCH OFFICES WORLDWIDE
High Wycombe | Singapore | Sofia | Vienna | ;
- SERVICE CENTRE AUSTRIA
- SERVICE CENTRE UNITED KINGDOM

CORPORATE STRUCTURE



IN FOCUS: STRATEGY THAT SHAPES.

SASSE GROUP HAS FURTHER DEVELOPED ITS ESG STRATEGY IN 2023 TO MEET CURRENT CHALLENGES AND DEVELOPMENTS.

To enhance the visibility and effective implementation of sustainability goals, it was decided to position a new independent ESG strategy that is closely intertwined with the overall strategy in terms of content and organisation. The result can be found on the following pages.

The ESG strategy for 2024 follows the familiar structure: Environment, Social and Governance. Focus topics in each area ensure clear prioritisation. These are the key issues that the Sasse Group is focusing on.

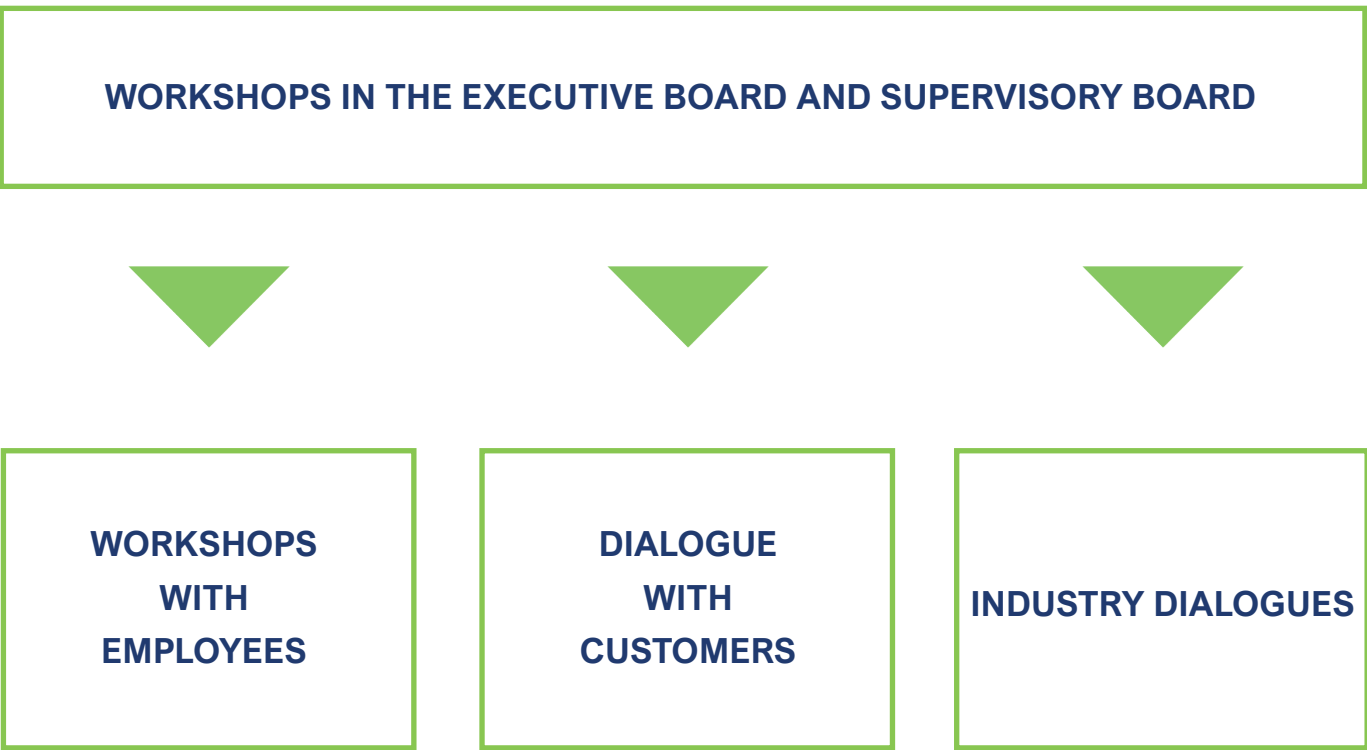


THE GOAL SET BY THE EXECUTIVE BOARD AND THE SUPERVISORY BOARD FOR THE STRATEGY PROCESS IS: "IT SHOULD BE A STRATEGY THAT SHAPES."

Strategic process is ever evolving. The company and thus the strategy, continually evolve. We pursue a transparent and open approach, involving various stakeholders. For example, we gather expectations through interviews, hold idea and goal workshops, or conduct traditional surveys.

The Executive Board has declared the ESG process a "top priority." In Executive Board and Supervisory Board meetings, supported by the Sustainability Department, the results are presented, discussed, shaped and adopted.

After targeted customer interviews were at the center in 2022, the focus in 2023 shifted to involving our employees: **12 strategy workshops with over 120 employees across the entire Sasse Group.**



ESG AT A GLANCE

	ENVIRONMENT	SOCIAL	GOVERNANCE
FOCUS	<div> <ul style="list-style-type: none"> Climate Energy Water Materials  </div>	<div> <ul style="list-style-type: none"> Health Development Community Quality  </div>	<div> <ul style="list-style-type: none"> Innovation Integrity Supply Chain Transparency  </div>
MISSION	<p>"As a facilities management company, we prioritise environmentally friendly and climate-conscious practices. We focus on energy, water and resource efficiency to reduce our ecological footprint and make a positive contribution to our customers."</p>	<p>"Our social commitment focuses on the health and equitable development of our employees. We advocate for safe and good working conditions in our industry and positively contribute to the quality of life of the people we work with."</p>	<p>"We stand for integrity and transparency. We are committed to ethical conduct, responsible supply chain management and open and honest communication with all stakeholders. We embrace innovations that lead to environmental and social improvements."</p>
GOALS	<div>  <p>EFFICIENCY THAT SUSTAINS.</p> </div>	<div>  <p>ENGAGEMENT THAT CONNECTS.</p> </div>	<div>  <p>INNOVATIONS THAT MAKE AN IMPACT.</p> </div>
	<div> <p>Sustainable Development Goals</p> <div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>4 QUALITY EDUCATION</div> <div>5 GENDER EQUALITY</div> <div>6 CLEAN WATER AND SANITATION</div> <div>7 AFFORDABLE AND CLEAN ENERGY</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div>10 REDUCED INEQUALITIES</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>13 CLIMATE ACTION</div> <div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div> <div>17 PARTNERSHIPS FOR THE GOALS</div> </div> </div>		

ESG GOALS AT A GLANCE

ENVIRONMENT



CLIMATE

Achieve a carbon-neutral GHG balance in Scope 1 and 2 by 2030.



ENERGY

Annually reduce electricity consumption per m² of cleaned area.



WATER

Annually decrease water consumption per m² of cleaned area.



MATERIALS

Increase the proportion of ecologically certified cleaning agents in total consumption by 10% annually.

SOCIAL



HEALTH

Maintain the sickness rate at or below 4%.



DEVELOPMENT

Increase diversity in leadership positions annually.



COMMUNITY

Improve working conditions in the industry.



QUALITY

Reduce the number of complaints and customer grievances.

GOVERNANCE



INNOVATION

Introduce 2 innovations per year contributing to environmental and social improvements.



INTEGRITY

Maintain zero compliance violations.



SUPPLY CHAIN

Evaluate > 90% of suppliers and subcontractors regarding ESG criteria.



TRANSPARENCY

Improve our results in all customer ratings.

REVIEW OF GOAL ACHIEVEMENT

The top oversight body for achieving sustainability goals is the Supervisory Board of Dr. Sasse AG.

The ultimate responsibility for implementation lies with the Board of Directors of Dr. Sasse AG.

The specification and monitoring on an operational level are carried out by the respective management.

ENVIRONMENT

SIGNIFICANCE FOR SASSE GROUP

Sasse Group recognises its responsibility for environmental protection and has anchored this in its corporate policy. Our endeavour to continuously improve our environmental performance is reflected in our commitment to reduce both the direct and indirect environmental impact of our services. This commitment also extends to supporting our customers in improving their own sustainability performance.

ANCHORING IN SASSE GROUP

Sasse Group ensures the implementation of its environmental objectives primarily through a Group-wide environmental management system (EMS). All companies in Sasse Group are certified in accordance with ISO 14001.

ENVIRONMENTAL POLICY

Sasse Group has an environmental policy that is integrated into the corporate policy. It contains the commitment to continuously improve our environmental performance.

SELECTION CRITERIA FOR ECOLOGICALLY CERTIFIED PRODUCTS

- Cradle to Cradle Standard
- EU Ecolabel
- Climate-neutral product certification
- Gold Standard Climate Security & Sustainable Development

Consumption of hazardous substances

Result 2023: 36,498 litres

Consumption of ecologically certified cleaning chemicals

Result 2023: 81,574 litres

Total consumption of cleaning chemicals

Result 2023: 340,540 litres

Increase in ecologically certified cleaning chemicals in total consumption

Result 2023: 24%

Proportion of companies with ISO 14001 certification

Result 2023: 100% - all companies are certified

PROGRESS AND RESULTS FROM THE 2023 FINANCIAL YEAR

- **Conversion of our own vehicle fleet to electromobility**
In 2022, the share was 12%, in 2023 we were able to increase the share by 6%. This means we have a share of fully electric vehicles of 18% in 2023. Hybrid vehicles have a share of 23%. This means that a total of 41% of vehicles are electrified.
- **Increase in the proportion of ecologically certified cleaning chemicals**
In 2023, we were able to increase the share of ecologically certified cleaning chemicals in total consumption by 20%. The share of total consumption is therefore 24%. This also means that we have more than achieved our target of an annual increase of 10%.

OPERATIONAL TARGETS AND MEASURES FOR 2024/2025

- Increase the percentage of sustainable products
- Increased use of environmentally friendly and biodegradable cleaning chemicals
- Increased use of low-energy and low-emission operating and working materials
- Implementation of measures to increase energy efficiency
- Further development of the corporate carbon footprint, focus on Scope 3 emissions
- Continuation of the conversion of our own vehicle fleet to electromobility

GREENHOUSE GAS CONTROL – OUR GOAL: ACHIEVING CARBON-NEUTRAL BALANCE*

SIGNIFICANCE FOR SASSE GROUP

For Sasse Group, managing greenhouse gas emissions is of crucial importance and aligns with our commitment to integrate environmentally friendly and climate-conscious practices into the core of our services.

ANCHORING IN SASSE GROUP

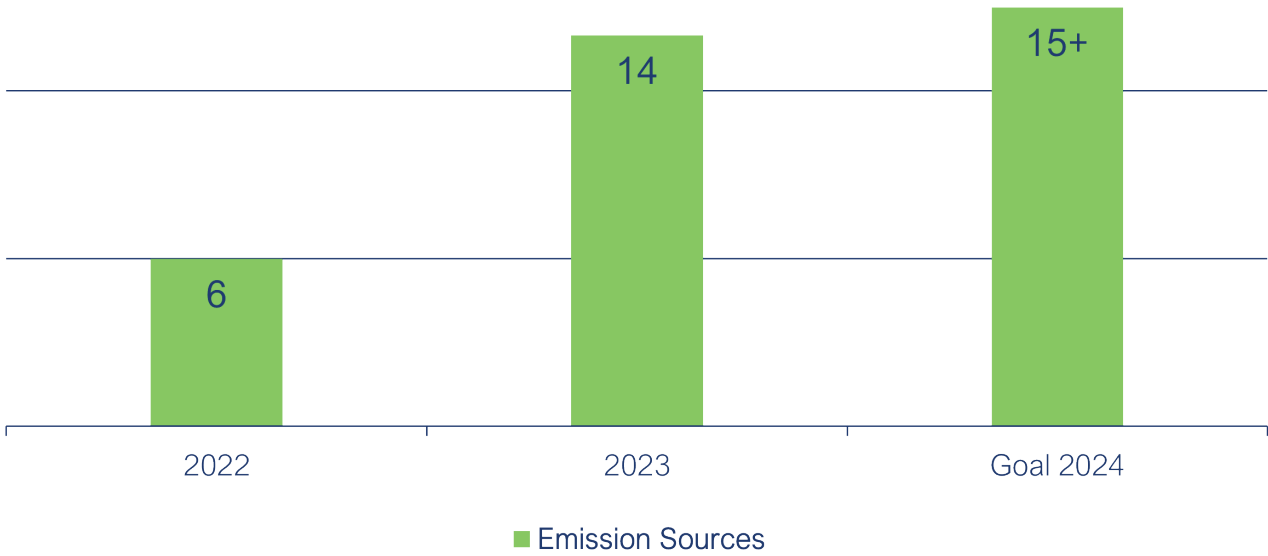
Our environmental management system, reinforced by group-wide sustainability management, ensures continuous monitoring and ongoing professionalisation of our greenhouse gas accounting. In the fiscal year 2023, we further enhanced the transparency of our greenhouse gas accounting, with a focus on expanding Scope 3 accounting.

Accurately capturing our greenhouse gas emissions and creating a comprehensive corporate carbon footprint is the foundation for implementing our climate goals. Our accounting is based on the Greenhouse Gas Protocol Corporate Standard and is continuously improved in terms of quantity and quality.



EXPANSION OF ACCOUNTING IN 2023

In 2023, we significantly expanded our accounting efforts, particularly in Scope 3 and compared to the reporting year 2022, we accounted for additional emission sources.



GOALS BY 2030

Sasse Group aims to achieve a carbon-neutral greenhouse gas balance in Scope 1 and 2 by 2030 and in Scope 3 by 2040.

Further climate-related objectives include:

We aim to annually reduce electricity consumption per square meter of cleaned area and increase the proportion of ecologically certified cleaning agents in total consumption by 10% annually.

Additionally, our goal is to continue reporting comprehensively on direct and indirect emissions of the group and accordingly expand greenhouse gas accounting gradually.

*Goals apply to Scope 1 and 2 as well as selected significant Scope 3 emissions

GREENHOUSE GAS ACCOUNTING

KEY EMISSION SOURCES

FLEET

Our fleet is the main source of direct emissions (Scope 1). The operation of service vehicles, both for management tasks and operational activities, is a central factor in the GHG balance. We are focusing on electrifying our fleet combined with renewable energy sources. Additionally, we are exploring the use of alternative fuels.

ENERGY CONSUMPTION IN OWN PROPERTIES AND OFFICES

The energy consumed in our offices and properties generates emissions, particularly in Scope 2. This includes infrastructure operation and heat generation (district heating). All our properties have now transitioned to green electricity.

ENERGY CONSUMPTION FOR SERVICE PROVISION AT CUSTOMER SITES

The energy required to provide our services at customer sites contributes to the GHG balance, mainly in Scope 3. We are investing in modern and energy-efficient equipment and continuously optimising our cleaning processes.









CLEANING CHEMICALS AND MATERIALS

The production and application of the cleaning agents we use result in Scope 3 emissions. Therefore, we are increasingly focusing on environmentally friendly and certified products, as well as on manufacturers and suppliers who are reducing their carbon footprint.

COMMUTES

The commuting distances traveled by our employees daily constitute a significant portion of our carbon footprint. Thus, we promote decentralised mobility with short distances, public transportation, bicycles, or car-sharing options.

OVERVIEW OF RECORDED EMISSION SOURCES (14)

SCOPE 1	SCOPE 2	SCOPE 3
 NATURAL GAS	 DISTRICT HEATING	 PRE-CHAIN ENERGY
 FLEET FUELS	 FLEET ELECTRICITY	 CLEANING CHEMICALS
	 ELECTRICITY OFFICES/ PROPERTIES	 OTHER MATERIALS
		 WORKING ROUTE CAR / PT / BIKE
		 BUSINESS TRIPS FLIGHTS / PT / CAR
		 WATER CLEANING
		 ELECTRICITY CLEANING
		 WATER OFFICES/ PROPERTIES
		 WASTE OFFICES/ PROPERTIES



Our goal is to gradually improve transparency regarding our emissions. In the future, we will include additional emission sources in our reporting. For Sasse Group, managing climate-related emissions is of paramount importance and aligns with our commitment to integrate sustainability and environmentally friendly practices into the core of our services. We are aware that our business activities have both direct and indirect impacts on climate change and we consider it our duty to systematically reduce these effects.

Our commitment to environmental and climate protection is driven by our sense of responsibility but is increasingly shaped by the requirements and expectations of our customers, as well as by regulatory frameworks. Therefore, accounting for, avoiding and reducing emissions becomes a crucial factor for securing the future and maintaining our competitiveness.

CORPORATE CARBON FOOTPRINT

CO2E INTENSITY SCOPE 1 AND 2
TOTAL: 9.59 TCO_{2EQ}
PER EUR 1 MILLION TURNOVER

SCOPE 1: 2.910 TCO_{2EQ}

SCOPE 2: 65 TCO_{2EQ}

SCOPE 3: 4.313 TCO_{2EQ}

COMMUTE OF SASSE EMPLOYEES 2023

- Public transport bus: 1,906,271 kilometres
- Public transport underground, suburban railway: 7,465,009 kilometres
- Cars with combustion engines: 3,784,561 kilometres
- Rail: 359,948 kilometres
- Bicycle: 155,754 kilometres
- On foot: 973 kilometres
- Cars with electric or hybrid engines: 498,720 kilometres

GREENHOUSE GAS EMISSIONS: 1.591 TCO_{2EQ}

BUSINESS TRIPS 2023

- Business trips by plane: 616,538 passenger kilometres
- Business trips by car: 1,466,708 kilometres
- Business trips by train: 151,891 kilometres

GREENHOUSE GAS EMISSIONS: 296 TCO_{2EQ}

SASSE FLEET 2023

Our fleet (entire group) consists of 244 vans, 349 cars and two motorbikes.

- Consumption of petrol E5: 276,875 litres
- Diesel B7 consumption: 884,104 litres
- CNG consumption: 502 kWh
- Electricity consumption: 41,194 kWh

GREENHOUSE GAS EMISSIONS: 2.829 TCO_{2EQ}

OFFICES AND PROPERTIES 2023

- Electricity consumption in offices and properties: 153,549 kWh
- Water consumption in offices and properties: 2,887,627 litres
- Heat consumption in offices and properties: 629,891 kWh

GREENHOUSE GAS EMISSIONS: 145 TCO_{2EQ}

CLEANING CHEMICALS AND HAZARDOUS SUBSTANCES USED IN 2023

- Total cleaning chemicals: 340,540 litres
- Of which sustainable products: 81,574 litres
- Of which hazardous substances: 36,498 litres

GREENHOUSE GAS EMISSIONS: 146 TCO_{2EQ}

PROVISION OF SERVICES TO THE CUSTOMER 2023

- Electricity consumption for cleaning processes at the customer's premises: 1,277,801 kWh
- Water consumption for cleaning processes at the customer's premises: 13,319,145 litres

GREENHOUSE GAS EMISSIONS: 558 TCO_{2EQ}

IN FOCUS: EFFICIENCY THAT SUSTAINS!



CLIMATE

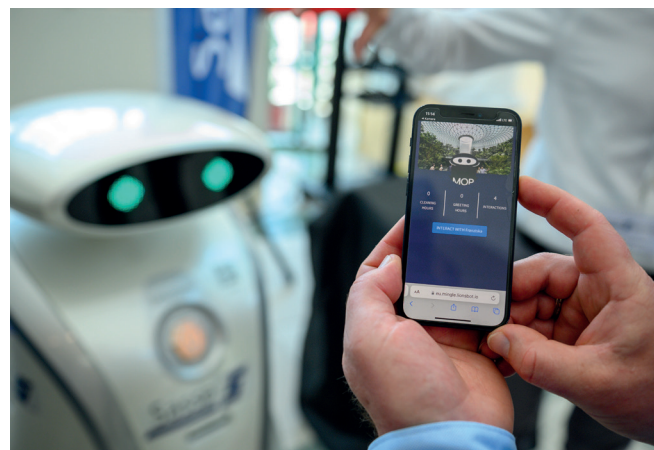


ELECTRIC MOBILITY

Promoting electric mobility is a fundamental aspect of our business strategy. A central part of this strategy is to change the way we move. Our goal is to transition customer visits, employee commutes and all business travel to electric vehicles.



WATER

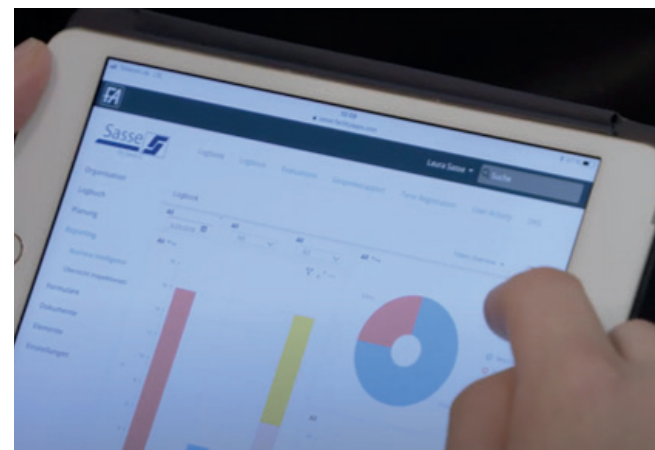


ROBOTICS

By integrating robotics into our services, we offer our customers a future-proof solution that combines cost efficiency, environmental friendliness and exceptional cleaning performance. We believe that the innovative use of floor-cleaning robots makes a significant contribution to increasing efficiency and improving the working environment in buildings of all kinds.



ENERGY



ENERGY MANAGEMENT

Our goal is to reduce energy consumption in our customers' buildings by using energy-efficient devices, with a focus on energy management. We analyse the specific needs and structures of each customer's property to provide tailored recommendations that not only minimise energy consumption but also significantly reduce operating costs.



MATERIALS



CLEANING CHEMICALS

We aim to increase the share of sustainable cleaning agents to at least 50 percent and gradually expand it. The digitisation of daily procurement processes plays a significant role in automating purchasing processes and reducing administrative effort and environmental impact, while ensuring high security for daily supply.

RESOURCE-EFFICIENT FACILITY MANAGEMENT (FM)

Resource-efficient facility management (FM) is a holistic approach to managing buildings and facilities aimed at optimising resource utilisation, reducing costs and minimising environmental impacts. Overall, resource-efficient facility management aims to reduce the environmental footprint of buildings and facilities, cut costs and promote sustainability. Through the implementation of various strategies and measures, we can optimise our service and contribute to environmental protection.

SOCIAL

SIGNIFICANCE FOR SASSE GROUP

Our success is based above all on the **people** who work with us (our employees) and for whom we work (our customers). Customer enthusiasm can only be achieved with satisfied, committed and well-trained employees. Issues such as health and safety, training and further education, diversity and equal opportunities, fair pay, appreciation and meaningful work are of particular importance to us. We attach particular importance to comprehensive diversity management.

ANCHORING IN SASSE GROUP

The ultimate responsibility for anchoring and ensuring social issues, employee rights and qualification at group level lies with the Executive Board of Dr. Sasse AG, in particular with Dr. Christine Sasse, Head of HR & Organisation. In the companies of the group, the respective management is responsible for the operational implementation.

The **Code of Conduct** of Sasse Group defines the fundamental ethical principles of conduct for all domestic and foreign organisational units. The Code of Conduct is concretised by corresponding topic-related management systems, guidelines and procedural instructions. A certified **management system for health and safety in accordance with ISO 45001** has been implemented throughout the Group.



Sasse-Team

Our **social commitment** combines social aspects with corporate goals. For example, we get involved in the social discourse in a targeted way. Those who have a say can help shape the future. For example, the Sasse family is involved in the board of trustees of the Stiftung Lichtblick foundation, the Newmilins Regeneration Association and in the general assembly of the Chamber of Industry and Commerce for Munich and Upper Bavaria.

Our social commitment is divided into **four main areas**: perspectives for children, perspectives through participation, perspectives for the climate and for sport.

TARGETS FOR 2024/2025 IN THE AREA OF EMPLOYEE RIGHTS

- We collect basic data on occupational health and safety and human rights in all companies. This includes, for example, the percentage of employees with collective bargaining agreements, number of occupational accidents and sick days, number of trained employees by position.
- We reduce occupational accidents
- We keep the sickness rate lower than/ equal to 4%.

GOALS FOR 2024/2025 IN THE AREA OF SOCIAL ENGAGEMENT

- We participate in the social dialogue for a sustainable economy
- We create perspectives through targeted social commitment
- We are committed to equal opportunities in society
- We continue our previous activities

OUR COMMITMENT

THE SIGNIFICANCE FOR SASSE GROUP

We understand that our actions have an impact on society and that as a company, we can provide a platform that goes beyond the pure business purpose and benefits society. By focusing on the health and equitable development of our employees, we commit to a leadership approach that puts people at the forefront. We advocate for safe and good working conditions in our industry, thereby supporting a work environment that is not only productive but also conducive to well-being and personal development.

Our social engagement focuses on the health and equitable development of our employees. We advocate for safe and good working conditions in our industry, positively contributing to the quality of life of the people who work for us and with whom we work.

MEASURES

Our measures range from supporting social projects to participating in organisations dedicated to the common good and, especially, to improving working conditions in our industry. We support children and young people in their career orientation and finding and participate in various social committees. Measures in the field of societal engagement include:

- Perspectives for Children: As a family business, it is ingrained in us to provide the next generation with a good start. For years, we have supported the work of the Lichtblick Foundation or the Lichtblick Hasenberg project in Munich.
- Perspectives through Participation: The Sasse family is involved in the board of trustees of the Lichtblick Foundation, the Newmilns Regeneration Association and the general assembly of the IHK for Munich and Upper Bavaria.
- Perspectives for Climate: Sasse Group has been cultivating the Sasse Forest for over 20 years.
- Perspectives for Sports: We believe that sports not only promote endurance, discipline and health but also create opportunities for young people. Therefore, we are proud sponsors of the Longwell Green Football Team in Bristol, where players under 16 are active. Additionally, we support a youth football team, a snowboarder and a tennis player.

"These are people who know when it's time to roll up their sleeves!"

Clara Sasse in conversation with the Süddeutsche Zeitung January 2024

[to Article](#)



"Wir stehen in direkter Konkurrenz zum Bürgergeld"

Dr. Eberhard Sasse in conversation with the Pioneer January 2024

[to Article](#)



"Making sustainability measurable"

Dr. Laura Sasse in conversation with the IHK Magazine October 2023

[to Article](#)



"Opportunities and challenges in recruiting employees"

Dr. Christine Sasse in conversation with Rationell Reinigen September 2023

[to Article](#)



We understand that our responsibility extends far beyond the provision of services and that we play an active role in society. Therefore, our strategic goals also include actively participating in the social dialogue to shape a sustainable economy and create perspectives through our social engagement. We strive to promote equal opportunities and, as a company, contribute to solving societal challenges.

RESULTS AND KEY FIGURES 2023

GENDER DISTRIBUTION:

- Male: 47%
- Female: 53%

AGE GROUPS:

- up to 29 years: 14%
- 30 - 50 years: 45%
- 51 years and older: 41%

MANAGEMENT POSITIONS:

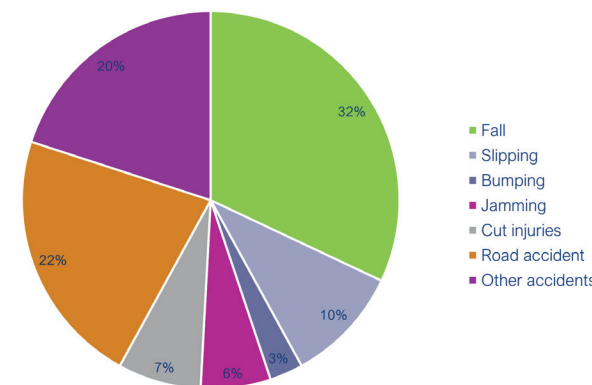
- 40% of leadership positions are held by women.

GENERAL RESULTS:

- "Leadership 4.0" and "CSR workshop" were the focus topics of the 2023 seminar year
- 10 people were in training with us in 2023 and 1 student on a dual study programme
- 95 % of our commercial employees were trained and 249 different training programmes were carried out. In addition, 90% of our industrial employees were trained for their activities across the board and on a property-specific basis.
- Sickness rate in 2023 was kept at or below 4%. The average sickness rate across the Group is 3.21%, which is below the previous year's figure (3.86) and below the national average for services (4.7%)
- People from 129 nations, with different levels of education, social backgrounds or physical disabilities work for our company

CAUSES OF ACCIDENTS AT A GLANCE:

In 2023, we recorded a total of 70 accidents at work. The accident causes and the percentage breakdown can be seen in the chart.



IN FOCUS: COMMUNICATION THAT CONNECTS!



COMMUNICATION - THE ESSENCE OF SUCCESSFUL INTERACTION

Good communication is the process of clear, precise and respectful exchange of information between individuals or groups to foster mutual understanding, minimise misunderstandings, strengthen relationships and enable effective collaboration. As a company, we recognise the central importance of connecting communication at all levels and actively strive to promote and develop it.

CONNECTING WITHIN THE TEAM

In a collaborative work environment, clear and open communication is essential. We understand that well-informed and involved employees form the backbone of our company. Therefore, we provide communication guidelines to our teams, serving as guidelines to promote effective and respectful communication. These guidelines are continuously reviewed and adapted to meet changing requirements and needs.

CONNECTING WITH OUR CUSTOMERS

The relationship with our customers is based on trust and understanding. We acknowledge that transparent and empathetic communication is key to long-term, successful customer relationships. Therefore, we strive to engage in communication on equal terms, actively listening, addressing the needs and concerns of our customers and always being open to feedback. Our customers should feel heard and understood, as only then can we exceed their expectations and build long-term bonds.

CONNECTING IN THE SOCIAL DIALOGUE

As part of a global community, we have a responsibility to promote constructive social dialogue. We are committed to ensuring that our communication not only aims at our own corporate success but also makes a positive contribution to society. This means actively participating in discussions relevant to our industry and society and advocating for values such as diversity, inclusion and sustainability.

GOVERNANCE

STRATEGIC LEADERSHIP AND RESPONSIBILITY

The highest strategic responsibility for the sustainability strategy and thus for responsible corporate governance, lies with the board, which acts as the highest leadership and decision-making body.

The supervisory board, chaired by Dr. Eberhard Sasse, acts as the highest oversight body and reviews the effectiveness of the sustainability strategy.

Within the board, Dr. Laura Sasse assumes special responsibility for sustainability management. In close collaboration with the ESG (Environmental, Social and Governance) department, she coordinates the collection and communication of ESG-related information. As the Chief Sustainability Officer, she defines the strategic framework and goals in the ESG area for the corporate group.

The Code of Conduct of Sasse Group establishes the fundamental ethical principles for all domestic and foreign organisational units. The Code of Conduct is further specified by corresponding topic-specific management systems, policies and procedures.

STANDARDS AND CERTIFICATIONS

Sasse Group is committed to complying with national and international standards and certifications.

This includes ISO certifications in all companies for:

- Environmental management (ISO 14001)
- Occupational health and safety (ISO 45001)
- Quality assurance (ISO 9001)

Sasse Group ensures compliance with and implementation of its sustainability goals through regular internal and external audits. These audits are an essential part of the continuous improvement process.



Dr. Christine Sasse, Clara Sasse, Dr. Eberhard Sasse, Dr. Laura Sasse, Katja Böhmer

The Executive Board of Dr. Sasse AG:

- Dr. Laura Sasse, responsible for Finance, Digitalisation and Sustainability
- Clara Sasse, responsible for Sales and Marketing
- Katja Böhmer, responsible for Operations and Technology
- Dr. Christine Sasse, responsible for HR and Organisation

The Chairman of the Supervisory Board of Dr. Sasse AG:

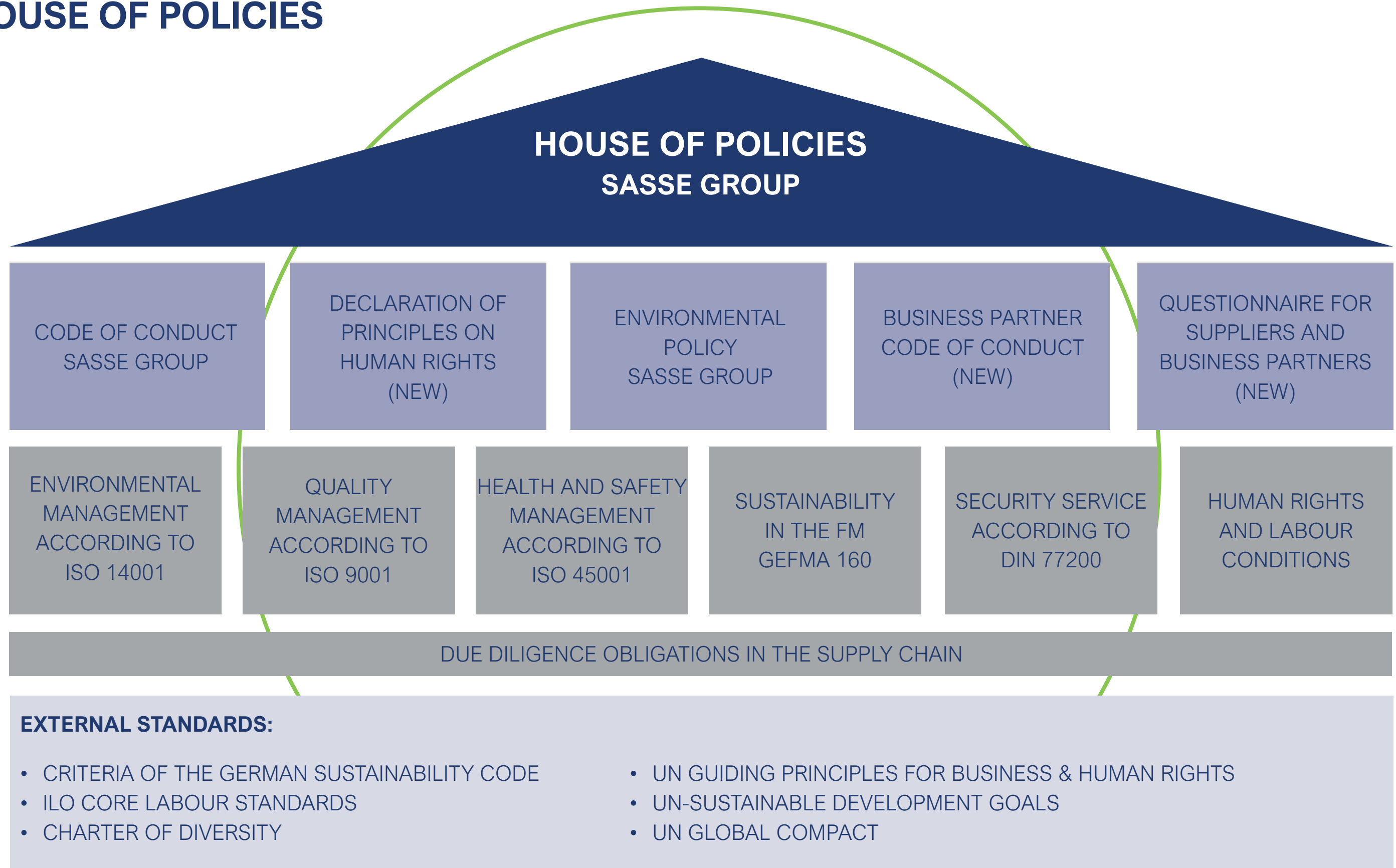
- Dr. Eberhard Sasse

INNOVATIONS WITH IMPACT ARE PART OF OUR CORPORATE POLICY

Innovation is a core component of our governance. Our goal is to continuously optimise our services, offerings and processes. For us, innovations are not only a means to increase efficiency but also a factor in acting responsibly towards the environment and society.

We aim for innovations that achieve a positive impact on the environment, society and for our employees and customers.

HOUSE OF POLICIES



The House of Policies summarises the overarching principles and rules of Sasse Group.

CORPORATE DUE DILIGENCE

SIGNIFICANCE FOR SASSE GROUP

We are committed to ensuring that human rights are respected and upheld in our value chain. We respect the Universal Declaration of Human Rights and are clearly committed to our human rights due diligence. The implementation of due diligence is a focal topic for our company and is currently being addressed more intensively.

We are committed to the core labour standards of the International Labour Organisation (ILO) and to respecting human rights, preventing forced and child labour and all forms of exploitation.

ANCHORING IN SASSE GROUP

In the 2022 and 23 financial years, the management system for respecting human rights was further professionalised. **Responsibilities and competences** are clearly defined and the homepage is publicly accessible.

Ultimate responsibility for the fulfilment and monitoring of human rights and environmental due diligence obligations is assigned to two people at Management Board level:

- Contents: Dr Laura Sasse (ESG Board Member)
- Process: Katja Böhmer (Chief Risk & Compliance Officer)

GUIDELINES FOR ANCHORING HUMAN RIGHTS

- Policy statement on human rights
- Code of Conduct
- Business Partner Code of Conduct

All documents are publicly available and can be downloaded [here](#).

BUILDING BLOCKS OF OUR DUE DILIGENCE MANAGEMENT



OUR SUCCESSES




Deutscher Nachhaltigkeitspreis

GERMAN SUSTAINABILITY AWARD

Finalist - Top 3 commercial service providers

2023





WirtschaftsWoche

WIRTSCHAFTS WOCHE

TOP medium-sized service provider

2023





EUROPEAN REAL ESTATE BRAND AWARD

EUROPEAN REAL ESTATE BRAND AWARD

Strongest FM brand

2018, 2019, 2020, 2022 and 2023

Strongest FM brand of the decade

2023





kununu

KUNUNU TOP COMPANY AWARD

Best employer in Germany

2022, 2023 and 2024





IN FOCUS: INNOVATIONS THAT MAKE AN IMPACT!

WE HAVE SET OURSELVES THE AMBITIOUS GOAL OF INTRODUCING 2 INNOVATIONS ANNUALLY THAT BRING ABOUT ECOLOGICAL AND SOCIAL IMPROVEMENTS.

The digital transformation, as well as responsibility for sustainability and climate protection, pose challenges. However, they also drive us forward and offer new business opportunities and market chances. Digitalisation is a tool for us to make our business activities and services more sustainable and thus better.

Innovations are not only meant to create something new but also to have a real positive impact on society, the economy, or the environment. At Sasse Group, innovation, digitalisation and sustainability are bundled in one board area led by Dr. Laura Sasse. She manages these key topics and can generate and monitor synergies accordingly.



PERFORMANCE MANAGEMENT MODEL

Utilisation of documents, checklists and processes developed within the framework of the performance management model from our Sasse toolbox, individually tailored to the customer and the service to be provided.

Impact

- Efficiency and transparency for both parties
- Perception of overall performance responsibility



HAPPYNESS-INDEX

The "Happiness Index" provides a comprehensive insight into the well-being and satisfaction of our customers and society.

Impact

- Empowerment of users and employees
- Initiation of immediate measures
- Facilitation of processes for employees





UK CSR STRATEGY



INTRODUCTION

A MESSAGE FROM BENNY WUNDERLICH

As the world's challenges become more complex, never has there been a time when purpose driven innovation is so critical to achieving our shared vision for the future. Our On Demand strategy, anchored around Digitalisation, Automation, Leadership, and Technology, is making us more resilient, efficient, and productive in response to rapidly changing needs. Our ESG strategy is seamlessly integrated with this concept, guiding how we do business, drive positive change, and steward well-being for our employees, clients, and local communities.

At the heart of our efforts are our people, and we remain deeply committed to empowering diverse talent. We believe that solving our most critical challenges requires diversity of perspectives and relevant skills. As new technologies emerge at an accelerating rate, we recognize that the technical acumen required to thrive in the workforce is rapidly evolving. That's why we're investing in training and creating an environment of continuous growth and development, enabling all our employees to stay ahead of the pace of change and achieve their full potential.

Our employees passionately apply their technical skills and talents to foster innovation, bolster resilience, and help build the next generation of leaders. We're proud to share that we continue to make progress toward our ESG goals and strive to do more. As we navigate ongoing societal and technological change, our purpose and values remain the same, infused into every part of our business and embodied by our 1,200+ employees in the UK.

As Managing Director of an organization that values integrity and innovation, I am proud to say that we take our responsibility seriously. Our commitment to sustainable transformation in the industries and markets we serve is unwavering. We recognize that both innovation and adaptation are crucial to navigating emerging challenges and disruptions. Our agility and resilience in addressing these challenges allow us to continue providing the best services for our customers, wherever they may be, for generations to come.

Sincerely,

A handwritten signature in black ink, appearing to read 'B. Wunderlich'.

Benny Wunderlich
Managing Director Sasse UK



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ABOUT THIS UK ESG STRATEGY REPORT

Dear Reader,

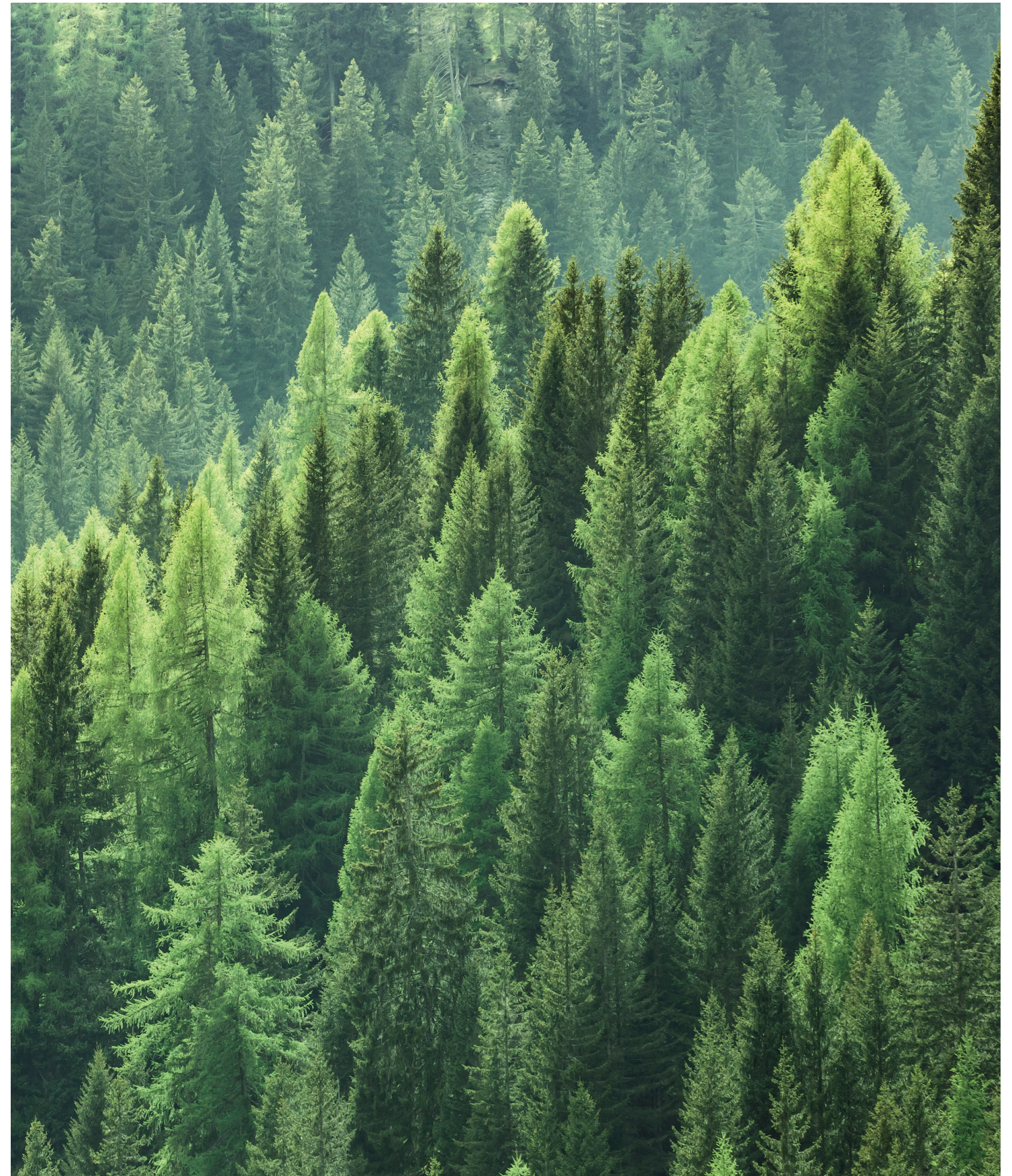
This is the second localised ESG Strategy Report for Sasse UK and seeks to align our local values with the group whilst focusing on our regional contribution in terms of corporate social responsibility within the United Kingdom.

The UK vision is aligned with the group vision, mission and values but with a special focus on people, specifically our people and their local communities. People are at the heart of everything we do and we seek to ensure that the focus on people both at a micro and macro level remains at the heart of our business and ensuring sustainable futures for our people and business.

We seek to do this through focusing on our customer needs, service delivery and the impact these have on the local environment. We want to approach ESG the same as we approach all areas of our business; through dynamic leadership, agile and innovative processes and by actively encouraging our people to act sustainably and help lead the business from a sustainable work perspective.

We are using 2023 as our goal setting report – we will use this year to gain further insights into how we use resources and how this usage is tracked, communicated and – this year is about obtaining the hard facts so that from 2024 our ESG goals and responsibilities can be firm and demonstrate clear commitment to ensuring we are a leading sustainable partner; and continue to be able to demonstrate our commitment to acting responsibly.

We welcome feedback from our clients and staff – please contact us by email at uk@sasse-group.com or via the ‘Sasse Speaks’ function via our internal platform, the Hive.



FACTS & FIGURES UK



Employees
1,300



Customers
200+



Revenue
£ 31 Million



Transport



Automotive



Consulting



Finance &
Assurance



Real Estate



Aviation



IT &
New Economy



Healthcare



Public Sector



Sports &
Leisure

PRINCIPLES OF OUR RESPONSIBILITY

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.



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.

International standards are 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.



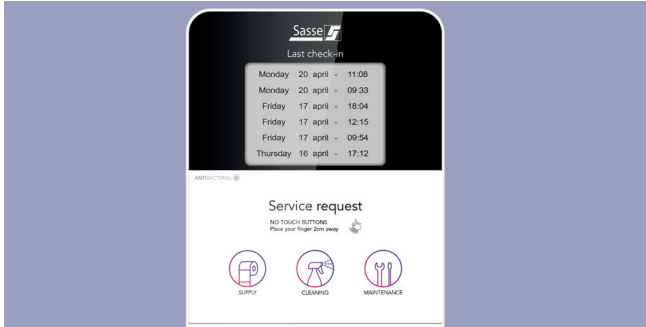
We have our work reviewed regularly

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.

ECONOMIC GOALS

In line with our commitment to innovation in the sector, we will utilise our Head Office as an ‘innovation hub’ to trial technologies including Robotics, Sensorics and digital automation.



Implementation of review and audit of suppliers and sub-contractors; taking control of our supply chain to ensure continuous improvement

In addition to innovations utilised in the Aviation sector, introduction and development of robotics within FM and Transport / Mobility divisions where this is of advantage.



Sasse intend to introduce and trial “Sasse On-Demand” - Cleaning where it’s required, when it’s required and with purpose.

EMPLOYER GOALS

Real Living wage supplier. Commitment to paying the Oxford Living Wage, Real Living Wage, and the London Living Wage across all contracts to support staff.



Launching from 2024, we are rewarding the exceptional work of our team through the Sasse Platinum Club award club for all employees.

We provide access to our discount platform The Hive, which provides discounts and exclusive offers at over 1,200 retailers.



Support employees pursuing BCC’s Level 2 Cleaning Hygiene Operative Apprenticeship, which provides cleaning sector employers a valuable opportunity to invest in their development and cleaning career.

ENVIRONMENT GOALS

SOCIAL GOALS

We measure: Vehicle Fleet Consumption, Head Office Energy Usage, Material/Chemical Consumption/ Packaging (by unit), Staff Travel distance/ type, Flights Records.



Commitment to replace obsolete equipment with environmentally friendly replacements where efficient and practical.

Our Cycle to Work initiative launched in 2023 to help reduce the environmental impact of our team. Provides substantial savings, saving up to 42% on the cost of chosen bikes and equipment.



We conform to the environmental management standards of ISO 14001. In addition to this, we are ISO 50001 accredited.

Sasse will continue to support our appointed UK charities - Newmilns Regeneration Association and Macmillan Cancer Support, together with supporting our customers with their local charities.



Sasse commit to supporting local community projects with activities and initiatives that are relevant to the communities in which we work.

The introduction of donation boxes at Sasse Head Office to support local and national charity initiatives.



OUR SASSE FOREST

FOREST AS A KEY ROLE

Sasse Group is making its contribution to the sustainable development of the forest - and thus to greater compensation of harmful CO2 gasses. Since 20 years, we have maintained and developed an area of **157 hectares of forest**, in which **175,000 trees** grow. This way, **45,000 tonnes of carbon dioxide** are neutralised.

A forest is a **multi-generation project**. This can be easily observed around the Sasse Academy in Scotland. The forest, which has grown and been cultivated for centuries, is the result of human work that has always set its field of vision on tomorrow.

The Sasse forest is a so-called **plenter forest**. This means that, unlike the usual practice in the timber industry, entire areas are not felled and then replanted. Instead, the foresters go through the stand and decide individually which trees are ready to be felled.

WE ALSO THINK ABOUT FUTURE GENERATIONS

As a family business, we not only have today's generations in mind, but also those of the future. We view it as part of our social responsibility to protect natural habitats and at the same time to counteract climate change.

The Sasse forest is an example of how we, as a family business, follow principles from our own self-image. This image is strongly echoed by the public under the heading of ESG (Environmental Social Governance).





WE THINK SASSE.
WE THINK CSR.



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APPENDIX

SUSTAINABLE DEVELOPMENT GOALS

Sustainable Development Goals. 17 goals that change our world.



Source: unric.org/de/17ziele/

UN GLOBAL COMPACT

The Ten Principles of the UN Global Compact:

1. Businesses should support and respect the protection of internationally proclaimed human rights.
2. Businesses should make sure that they are not complicit in human rights abuses.
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. Businesses should uphold the elimination of all forms of forced and compulsory labour.
5. Businesses should uphold the effective abolition of child labour.
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.
7. Businesses should support a precautionary approach to environmental challenges.
8. Businesses should undertake initiatives to promote greater environmental responsibility.
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.
10. Businesses should work against corruption in all its forms, including extortion and bribery.

Source: unglobalcompact.org/about

GERMAN SUSTAINABILITY CODE

The 20 criteria of the German Sustainability Code.

Strategy 01	Materiality 02	Objectives 03	Depth of the Value Chain 04
Responsibility 05	Rules and Processes 06	Control 07	Incentive Schemes 08
Stakeholder Engagement 09	Innovation and Product Management 10	Usage of Natural Resources 11	Resource Management 12
Climate-Relevant Emissions 13	Employee Rights 14	Equal Opportunities 15	Qualifications 16
Human Rights 17	Corporate Citizenship 18	Political Influence 19	Conduct that Complies with the Law and Policy 20

Source: deutscher-nachhaltigkeitskodex.de/Home/DNK/Criteria

**DESIGN
SUSTAINABLY,
SECURE
THE FUTURE.**

IMPRINT

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