

Sasse Group

CSR-Report 2019

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PS: In order to save paper, water and energy, we have made the deliberate choice of sharing this sustainability report with you digitally. We greatly appreciate you reading it on your screen and refraining from printing.

Dear readers,

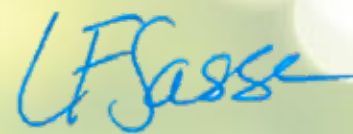
we are pleased to present you the first CSR report we are publishing for Sasse Group. With this we are fulfilling an urgent need to catch up - not in terms of CSR, but in terms of reporting. After all, sustainability has been part of our company's DNA since its foundation. Now, we would like to actively communicate what drives us as a responsible member of society and where we see our contribution towards making a positive impact for present and future generations.

This first report is therefore characterised by statements on why we take our social responsibility so seriously and which paths we have taken to fulfil it. We explain where we see, design, and develop the links between the environment and the economy. We present projects and measures with which we perform our work in a humane and environmentally friendly manner.

Our first sustainability reports serves as a starting point for a joint discussion with our valued employees, clients, suppliers and the public at large.

"Sasse Service Excellence" includes listening attentively and taking up ideas. Please contact us if you would like to know more about individual topics or are interested in additional content for the next CSR report.

We look forward to receiving your feedback. We hope you enjoy reading our CSR report!
Kind Regards,



Dr Laura Sasse
CSR representative of Sasse Group

Let's talk about responsibility



Dr Eberhard Sasse and Dr Laura Sasse

When did you first come across term Corporate Social Responsibility?

I can't remember the exact date. But one thing was clear to me as soon as I decided to become an entrepreneur: it's a great responsibility!

What about the „social“ component of CSR?

I see it this way: if you lead a company that bears your name, then everyone who works for and with you should have a good feeling about it. That was my vision for Sasse Group right from the start!

Is that enough: a „good feeling“?

You could also install an algorithm that measures the degree of social responsibility we assume and gives us a green smiley face, like the ones we know from airports. But that would be too little for me.

That's right. Far too sober and superficial. I think this kind of responsibility must be felt by every employee and every customer.

That's why we create occasions where we can talk to each other and exchange ideas. Our clients are looking for ways to operate in an environmentally friendly manner, and we are doing the same.

So why not join forces?

As a family, we always strive for the best joint solution. That's what families do- and family businesses even more so. After all, we all want to get along - now and in the future.

You mean things like „climate neutrality“ we talked about the other day?

For example. Many of our customers strive to be climate neutral. The topic plays an important role for all of us at Sasse Group- also for me personally. In the past we have talked much about „optimising processes“ or „shareholder value“. Today, we talk about something that is more valuable than anything else: we want to avert harm from the world we live in and preserve it for future generations. We do this ourselves because we do not want to rely on others. At the same time, many of those whom we deal with trust us to take this issue seriously. They trust us to turn our words into actions, something we have effectively proven over the years. That's probably one of the reasons why people trust us to make a difference here: We've already proven it and we are proving it anew every day.

You know what I like best about it?

Hmm?

That we do this because we want to. Not because we have to.

Absolutely! And this is the only time we can say "we've always done it this way..."

Who talked?

Dr Laura Sasse, CSR officer at Sasse Group and Dr Eberhard Sasse, founder and CEO.

And who said what?

Does it matter?

Facts & Figures 2019



43 years of experience in facilities management



7,150 employees from 78 nations



100% family owned



43 locations in Europe

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

OUR CUSTOMERS
ARE LOCATED
IN A VARIETY
OF 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.



WERTE

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.



Corporate Social Responsibility is fundamentally linked to our self-image. We did not add it to our portfolio when the term became 'fashionable'. Rather, it has played a role since the founding days of Sasse Group. CSR lies at the very core of our vision, mission and values and guides us in our daily business.

The road ahead



The changes in technology, the economy and society that lie ahead of us will entail a new way of dealing with the people and facilities entrusted to us. Mutual responsibility for one another will play a key role in this process. With „Sasse Service Excellence“ we have already created the basis for people-centered and dialogue-oriented cooperation some time ago. To us, being „social“ means for everyone at Sasse Group to perceive their counterpart, to listen, to think along and to find solutions together.

Taking responsibility for the values of our own company and our customers means: The more space technical progress takes up, the more we want to take advantage of the freedom it creates. We want to use it to design and invent, to change and complete; but also to create a safe, liveable and trustworthy environment for the people our work benefits. There are no „old“ values and no „new“ values. Rather, there is the promise that a family business like ours will continue to think and act responsibly day by day, year by year.

Dr Eberhard Sasse

Founder and Chairman of the Executive Board of Dr Sasse AG

Turning inside

Anyone choosing a profession today is not only driven by promotion opportunities and salary. In the 21st century, a company's image, the methods and strategies on which its business activities are based and the company's contribution to social welfare are just as important. Awareness of these factors may have sharpened in recent times, but it has always been present.

To bear responsibility and give social components a leading function: This has been part of Sasse Group since the very first hour of its existence. Several generations of employees have developed along this idea and have made it the guideline for their cooperation with each other and with our customers.

Today, the principle is so deeply rooted in the management and team culture of our company that it has become indispensable for our joint success. For specialists, from young professionals to property managers, lively CSR provides the reliable basis to confidently contribute their competence and talent - and to go the extra mile, which is sometimes necessary, in the spirit of collegiality and customer friendliness.

Dr Christine Sasse

Member of the Management Board Human Resources/ Organisation of Sasse Group



We connect environment and economy



Everything is linked to everything - that is our world view. There is no person, place or thing in the world that is not related to other people, places and things. Most of these connections are based on digital technology. Where data, processes and information exchange take place, in our global society, the platform is built on bits and bytes.

Nevertheless, what makes networks, large and small, come alive is the commitment of individuals, groups and organisations. This togetherness requires attention and care - just like any object in facilities management. Sasse Group sees itself as an active, responsible element in a multi-layered network. For us, therefore, the following applies: Those who assume responsibility need answers to the questions that move us all.

- Where is our society heading – and how do we help shape this movement?
- What significance do we attribute to the environment – and what is our contribution to it?
- How do we face the rules and challenges of the markets – and how do we implement economics in our environment?
- What do we expect from our workplace today - and how do we imagine it tomorrow?

In its Corporate Social Responsibility (CSR), Sasse Group is guided by the **10 GUIDELINES OF THE UN GLOBAL COMPACT** and the **SUSTAINABLE DEVELOPMENT GOALS (SDGS)**. These are the most important initiatives for responsible corporate governance worldwide.

These standards are closely related to the principles of the company. They are firmly anchored in our vision, mission, values and strategy.

This also underlines that responsibility cannot be transferred to an anonymous organisation. It is always acting people who are responsible - for each other in the company, for our customers, partners and suppliers, for everyone who comes into contact with our work and its results.

We are aware that the interaction between economy and the environment is not a calculation. As the principle of sustainability has shown in an exemplary manner for many generations, one thing determines the other when we look beyond our own horizons and towards the future.

At Sasse Group, we therefore build business models, processes and relationships in such a way that we meet our responsibility at all levels. This way, we do our part in ensuring that every Sasse Group employee can carry out his or her work with a clear conscience.

Why responsibility is economical and sustainable

Every day of the year, at every location and with every order, social responsibility is a lived principle. We don't just look at numbers and letters, but rather at a holistic understanding of what matters to our clients, their stakeholders and employees, their surrounding and to ourselves. We take responsibility for what we do and we stand up for it.

That's why we reduce our own footprint in the earth's ecosystem and help our customers to achieve the same. We contribute to the prosperity and development of the regions and countries where we operate - especially by providing jobs and paying taxes.



By preserving and protecting the value of the objects entrusted to us...

...we ensure that their owners can use their investment permanently and sustainably and do not suffer losses due to premature wear and tear.

By being open and constructive towards our clients and contact persons...

...we open the way for further development, for change for the better and for partnership.

By creating a safe, attractive environment for the people who use these properties and facilities...

...we improve the quality of jobs and create a productive environment.

By being careful with the resources we use for our work...

...we protect the environment, reduce emissions and waste and free our clients from unnecessary costs.

By working together as a team in a fair and goal-oriented manner...

...we give all those involved in the work and business process the freedom to develop their skills and talents, thus creating the conditions for them to act on their own responsibility.

By identifying, addressing and jointly correcting errors and defects...

...we reduce safety and quality risks through a continuous learning and improvement process.

By sharing progress and achievements...

...we create a value-added partnership in which resources and energy are released for investment in a better future.

We work consistently on these tasks and are ready for learning and change. This way, we create the sustainable foundations for joint success and prosperity.

A

Regular **AUDITING** and selection of suppliers and partners ensures that sustainable standards are applied and secured in all areas of the supply chain. **SUPPLY CHAIN**



Facilities Management is a PEOPLE BUSINESS.

Even though technology is our profession, ideas, progress, and improvements are created in the cooperation of people. That's why people are at the centre of our attention – our employees, our customers and the society in which we live and work.

On the following pages we have compiled the various aspects and factors that move people in and with Sasse Group, from **A LIKE "AUDITING"** to **W LIKE "WORK SAFETY"**.

C

Sasse Group is **CERTIFIED** according to **DIN ISO EN 14 001**, the worldwide accepted and applied standard for environmental management systems. Its core elements are integrated components of our work throughout the company:

- Planning: Definition of environmental goals and corresponding measures, responsibilities and procedures;
- Implementation: Implementation of the defined measures and procedures;
- Control: Review of the responsibilities and procedures as well as the measures with regard to the environmental goals and the environmental guidelines („environmental policy“) of the organisation;
- Improvement: Adaptation of the responsibilities, procedures and measures as well as the environmental goals and guidelines if necessary.

INTEGRATED MANAGEMENT SYSTEM

CHEMICAL SUBSTANCES are still indispensable in many of our cleaning and maintenance processes. In order to reduce harmful effects to a minimum, we use environmentally friendly, biodegradable agents.

The use of sustainable **CLEANING PRODUCTS** helps to improve water quality and reduce water pollution. At the same time, wherever possible, highly concentrated agents are used in combination with dosage systems, thus reducing the amount of waste produced by empty containers. **WATER**

Sasse Group makes its contribution to **CLIMATE NEUTRALITY** on a broad level and includes all fields of work. The measures implemented include in particular

- Reduction of plastics, e.g. through thickness optimised waste bags, chemical concentrates, and the use of granulates
- Sustainable waste management
- Efficient use of natural resources
- Significant reduction of waste through avoidance, reduction, recycling, and reuse
- Implementation of efficient energy management
- Conversion of district heating to solar thermal energy
- Conversion of lighting to LED
- Conversion of towels to hand dryers

WATER | CLEANING AGENTS | ENERGY

D



SUSTAINABLE DEVELOPMENT GOAL 16

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

We do not accept or tolerate any form of **DISCRIMINATION** or unethical behaviour. Through the General Law on Equal Treatment and teachings against harassment and discrimination our values and dimensions are communicated, enforced, and anchored. Our Corporate Code of Conduct (anti-corruption guideline) is designed to counter corruption and bribery.



E

The costs and benefits of **ENERGY** have taken on a new significance in corporate management. Laws and regulations on the one hand, global events, and market developments on the other hand, have a great influence on decisions today. **ENERGY MANAGEMENT** is seen as an important instrument for production support and technical facilities management. As a fully integrated service provider, Sasse Group recognised the interdependencies and influences which combine facilities management with comprehensive energy management early on. This includes the complete spectrum of energy topics and the associated tasks.

ENERGY EFFICIENCY is of particular importance for our company. On the one hand, we continuously use and develop measures to constantly optimise the efficiency of our internal energy consumption. On the other hand, we share the knowledge gained with our customers and at the same time advise them regarding relevant energy-saving measures (e.g. conversion from district heating to solar thermal energy or conversion of lighting to LED).

EQUAL PAY regardless of gender is a lived principle at Sasse Group.

F

For a **FAMILY COMPANY**, sustainability and social action are self-evident. Keeping an eye on the well-being of future generations, paying special attention to the needs of (corporate) relatives and neighbours and handling entrusted resources with care - this does not require special instructions, we talk about this openly and constructively with each other. The fact that Sasse Group is entirely family-owned makes us free and independent in our decisions; this is especially true where lived responsibility and social behaviour conflict with profit maximisation and capital interests. We are aware that economic success is the prerequisite for putting our understanding of CSR into practice. But we also see it as an obligation.

We advise our customers on how their ecological **FOOT-PRINT** can be realised – for instance through resource-saving, preventive facilities management.

Sasse Group makes its contribution to the sustainable development of the **FOREST** - and thus to a stronger compensation of harmful CO₂. We have been maintaining and developing an area of 157 hectares of forest for 20 years. This forest is home to 175,000 trees. This way, 45,000 tonnes of wood per year neutralise 45,000 tonnes of carbon dioxide.

H

HUMAN RIGHTS are not negotiable for Sasse Group. Child labour, forced labour as well as human trafficking or slavery are not tolerated by Sasse Group. These are monitored by strict controls.

I



SUSTAINABLE DEVELOPMENT GOAL 10
Reduce inequality within and among countries.

As an employer, Sasse Group contributes to the economic basis for many individuals and families. The current workforce **INTEGRATES** 78 different nationalities, amongst them refugees, people with disabilities, social challenges or low academic education. All employees are given the opportunity to develop their skills through educational programs to improve their job and career prospects.

Our **INTEGRATED MANAGEMENT SYSTEM** of quality, environment and occupational safety is a basic prerequisite for achieving our long-term corporate goals, even in times of constant change. Our certificates & certifications reflect this. Sasse Group is certified according to:

- ISO 9001
- ISO 14001
- BSOHSAS 18001
- Safe Contractor Accreditation





Bildquelle: Stiftung Lichtblick

L

The **LICHTBLICK** Children's and Youth Welfare Foundation in the Munich low-income district of Hasenberggl gives children, young people, and families the chance to lead a self-determined and responsible life. Lichtblick's work in Munich is regarded throughout Germany as a model project for a sustainable, holistic approach to social hot spots. The main objective is to support young people during their school or apprenticeship years and help them develop into motivated, satisfied individuals who are able to lead self-determined lives. We support this charity out of conviction - and out of responsibility for the people in our hometown. However, this is only one example of how we give back to the community and we support similar projects in the regions in which we operate.

M



SUSTAINABLE DEVELOPMENT GOAL 8

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Sasse Group employs 7,150 people from 78 nations. Long before the **MINIMUM WAGE** gained public foothold, our CEO, Dr Eberhard Sasse, actively campaigned for a sector-specific **MINIMUM WAGE** for all employees. Sasse Group implemented the sector-specific minimum wage for all employees in 2006.

O

We use low-energy and low-pollutant **OPERATING AND WORK APPLIANCES**. This way, we contribute to climate and environmental protection. In many areas we already use environmentally friendly cleaning agents (EU Ecolabel certification), or those that are completely based on biological products.

CLEANING AGENTS | ENERGY | WATER

P

We have abandoned conventional cleaning agents at several sites. Instead, we now use ultra-high concentrates, which are filled via dosing systems. This does not affect the cleaning quality. However, the result in terms of **PACKAGING WASTE** is obvious: We have reduced the amount of empty plastic containers by 80%.

The **PAPERFREE OFFICE** is - not least because of legal regulations - a goal that we have not yet been able to achieve. However, we are digitalising forms and documents and making them suitable for use with simple electronic devices in all areas of the business. This not only speeds up communication and various processes, but also conserves resources and avoids waste.



SUSTAINABLE DEVELOPMENT GOAL 12

Ensure sustainable consumption and production patterns.

One of the goals of Sasse Group is to ensure sustainable consumption and **PRODUCTION PATTERNS** through various programs. To this end, the use of chemicals and the amount of packaging waste generated are significantly reduced and resources are used efficiently. We work together with strategic suppliers and service providers to drive the **PROCESSES** forward. Environmental protection is ensured by using CO₂-, climate-neutral and 100% recyclable products.

ENERGY | SASSE SERVICE EXCELLENCE

„**PERSPECTIVE** 50plus - Employment Pacts for Older People in the Regions“ was a program of the German Federal Ministry of Labour and Social Affairs to improve the employment opportunities of older long-term unemployed people. As part of the program, Sasse Group was awarded the title of „Company with Vision“.

Q

Our **QUALITY MANAGEMENT** is certified according to DIN ISO EN 9001 and we are constantly working to improve our performance at all levels. For example, by optimising our processes, we increase our profitability and generate funds to invest in innovative and modern processes that conserve resources and protect the environment.

R

The Sasse **RUNNERS** participated in eight running events in 2019. 24 runners put on the Sasse jersey on these occasions and covered a distance of 291 kilometres. Every step of the run paid off- not only for our health but also for the charity "Stiftung Lichtblick Child and Youth Services". The run raised 1,500.00 Euros, which we doubled as a donation.

LICHTBLICK

S

Our teams bring a high level of qualification and up-to-date, hands-on knowledge concerning our services to the table. Within our framework of „**SASSE SERVICE EXCELLENCE**“ we attach great importance to continuous dialogue and situational, problem-solving skills. These skills are further complemented by constructive, solution-oriented cooperation, which meets the requirements of modern company management.

SATISFACTION

In order to create customer **SATISFACTION**, we go the extra mile with conviction. „**SASSE SERVICE EXCELLENCE**“ lies at the very core of this. It implies, that our teams go about their tasks with open eyes and ears, with an alert mind, with new ideas, with improved processes, with increased efficiency for the benefit of our clients- and with an awareness of their own responsibility. For us, the integration of client and employee satisfaction serve as a driving force for long, sustainable cooperation.

As part of our commitment to the local community, Sasse Group UK has **SPONSORED** U16 players at the Longwell Green Football Team in Bristol for the past 3 years.

Sustainability in the **SUPPLY CHAIN** is a requirement that we as a service provider face up to - in our own interest as well as in the interest of our clients. That is why we work with **SUPPLIERS** who share our convictions and can prove this. When selecting our suppliers, we pay attention to ISO14001 certifications and sustainable standards, such as EMAS; 2019 Ecovadis; cleanright.eu



As a company that thinks **SUSTAINABLY**, we are actively involved in the areas of economy, ecology, and social affairs. We pay particular attention to sustainable economic activity, the use of biodegradable products and a commitment to society.

T

All employees benefit from a comprehensive range of further **TRAINING** opportunities at all levels and in all business areas, enabling them to improve their individual professional and career prospects. Our training takes place internally at our dedicated Sasse Academy through e-learning or in conjunction with external service providers.

Our "digital first" policy states that internal meetings are predominantly carried out virtually in order to keep business **TRAVEL** to a minimum and thus significantly reduce CO2 emissions.

CLIMATE NEUTRALITY

W



SUSTAINABLE DEVELOPMENT GOAL 6
Ensure availability and sustainable management of water and sanitation for all.

WATER CONSUMPTION is a major burden on the environment and has far-reaching effects on company activities. Sasse Group pays attention to efficient water consumption in all its facilities services. By using appropriate cleaning equipment (e.g. i-Mop & spray nebulizers) and dosing systems, water consumption can be reduced sustainably. Through these measures, water consumption in the area of maintenance cleaning could be reduced by 857,000 litres in 2019.

CLEANING AGENTS

An innovative **WASTE MANAGEMENT** process enables separation by type and reduces residual waste. This reduces disposal costs and increases the recycling rate for Sasse Group and for our clients!

WOMEN count for 52% of our workforce. 40% of management positions are occupied by women. In part, this reflects our targeted development and training programs for women. At Sasse Group, we take pride in diversity. We encourage and strengthen diversity in the workforce. Our values are conveyed, enforced, and anchored through the General Law on Equal Treatment as well as through policies against harassment and discrimination.

The common interest of employees and managers in 100% reliability ensures that we all feel safe at work and that our health is valued. This increases motivation, the quality of our performance and thus our joint success. The requirements for **WORK SAFETY** and **WORK PROTECTION** are impacted by changes in techniques, processes and work equipment. Therefore, fast and reliable information is particularly important in these two areas. It is the task of managers to organise occupational health and safety in such a way that there is clarity at all times, and in all areas. They ensure a safe and healthy workplace and delegate responsibility to reliable persons. Open communication regarding possible risks or errors lies at the core of effective occupational safety. The sooner we work together to remedy the situation, the lower the risk of someone suffering damage. At Sasse Group, qualified specialists for occupational safety ensure a safe working environment.



WE THINK SASSE.

WE THINK CSR.

IMPRINT

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