



Sustainability Report 2010

Using energy efficiently



ista

About the Report



This report is the first Sustainability Report of ista International GmbH which is to appear once a year in future. In the 2010 report, we give an account of the strategy, aims, measures and organisation of our sustainable corporate governance. The report includes all national organisations worldwide and presents key figures for the 2010 financial year (as at December 31, 2010).

The report is based on data from our HR management and environmental management system and a stakeholder survey. Where no data are available on certain countries, this fact is specially noted. Basically, we have included all fully consolidated companies in the report. The editorial deadline was October 31, 2011.

The report is based on the guidelines of the Global Reporting Initiative (GRI G3) and attains, in the company's own estimate, Application Level C.

We look forward to suggestions and would be pleased to answer your questions by e-mail at sustainability@ista.com.

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Foreword



Walter Schmidt,
CEO ista International GmbH

Dear Readers,

We are very pleased to present you our first Sustainability Report. Last year, we pooled our existing sustainability activities both strategically and organisationally and began to build up a group-wide environmental and sustainability management system. In this report, for the first time we would like to inform all those interested about ista's sustainability activities, explain what steps we have already taken and what goals we will be pursuing in the years to come.

Due to the consumption-dependent billing, we have been contributing to energy efficiency in the real estate sector for many decades now. Every year, 15 to 25%¹ less energy is used in households thanks to this business division. So ista is making an active contribution to climate protection, after all, buildings account for just under 40%² of energy consumption in industrial countries.

The history of ista goes back over 100 years to the foundation of Clorius in Denmark. In the meantime, we operate successfully in 25 countries; in our home market, Germany, already for over 50 years. This market position is both a claim and a commitment: On the one hand, ista actively helps to shape the

general conditions in its market, on the other hand, ista's customers and employees can rely on the company channelling all its entrepreneurial energy into creating products and services and secure jobs.

The development of resource-saving solutions plays a decisive strategic role in our company's long-term success which is geared to sustained added value. The successful continuation of our activities in the field of consumption-dependent billing and the company's systematic focus on energy management services form an ideal starting point for us to seize business opportunities in the energy efficiency sector. At the same time, with innovative technologies in the fields of energy and water, we can make an important contribution to sustainable development worldwide.

We wish you informative reading and look forward to your suggestions.
Yours sincerely,

A handwritten signature in black ink, appearing to read 'Walter Schmidt', written in a cursive style.

Walter Schmidt
CEO ista International GmbH

¹ Source: E. Jacobi, *Vertretbare u. erreichbare Heizungsbetriebskosten im Wohnungsbau; Bu Bau B 1., Heft 2/1962*

² Source: http://www.dena.de/fileadmin/user_upload/Download/Dokumente/Presse/Infografiken/bau/Wer_verbraucht_in_Deutschland_groß.JPG

The company

ista offers sustainable solutions relating to energy efficiency in buildings. With our services, we have, for decades, been helping to considerably reduce the energy consumption in the real estate industry. We are systematically working on innovative technologies and processes to permit even more efficient use of limited resources in future.

ista is the global leader in the consumption-dependent metering and billing of water, heat, gas, electricity and cooling as well as ancillary costs. The services are based on high-precision metering and recording hardware (heat allocation meters, water and heat meters, system technology as well as the relevant accessories). We offer the entire process as a one-stop solution covering everything from the supply, installation and commissioning of the meters to the billing.

On this, ista provides a diversified offer to enhance energy efficiency. ista analyses energy and water data, checks and optimises heating systems and offers individual solutions for energy cost and energy consumption management. The range of products and services is aimed at property managers and owners, energy utilities (see page 4).

In 2010, the company, which is headquartered in Essen (Germany), employed 4,832 people worldwide and recorded sales of EUR 672.5 million.

Sustainability as a component of our business model

With energy management solutions, ista makes a significant contribution to climate protection and resource conservation. To reduce heating energy and hot water consumption plays an important role in meeting national and global climate goals. After all, buildings account for just under 40%¹ of energy consumption in industrial countries. Individual bills sensitise consumers to the need for conscious and economical use of

Key figures	2009	2010
Adjusted sales of ista International GmbH*	EUR 648.7 million	EUR 672.5 million
Adjusted EBIT *	EUR 140.0 million	EUR 165.4 million
Adjusted EBIT margin *	22 %	25 %
Employees worldwide (FTE)	4,470	4,546
Countries in which ista operates	25	25

* Adjusted for acquisitions and divestments as well as one-off effects. Reported sales for the previous year 2009 EUR 670.2 million and for 2010 EUR 681.2 million. Reported EBIT for the previous year 2009 EUR 142.8 million and for 2010 EUR 145.5 million.

energy and water. This reduces the annual energy consumption in buildings by 15 to 25%², which in turn cuts CO₂ emissions by eight million tonnes a year in Germany alone.

Innovative technologies such as smart metering and energy data management also offer enormous potential for climate protection. Here ista offers a comprehensive portfolio for its customers. For ista's long-term corporate success, it is not only important to continue consumption-dependent billing but also increasingly to develop innovative products and services. Therefore, the management has anchored the systematic development of sustainable solutions for saving resources in the real estate industry in its corporate strategy.

Corporate structure and organisation

The ista Group operates in 25 countries. The management of ista International GmbH is responsible for the strategic and operational management of the entire Group and is made up of three managing directors: Walter

Schmidt, Chief Executive Officer (CEO) of ista International GmbH as well as CEO of ista Deutschland GmbH, Christian Leu, Chief Financial Officer (CFO) and Jochen Schein, Chief Operating Officer (COO).

ista Deutschland GmbH has a Supervisory Board. This consists of the CFO of ista International GmbH (Chairman of the Supervisory Board), the chairman of the Works Council (Vice Chairman of the Supervisory Board) and the COO of ista Deutschland GmbH.

In addition to a large number of European countries such as Austria, Belgium, France, Italy, Luxembourg, the Netherlands, Norway, Spain and the United Kingdom, the company is also represented in Russia, Brazil, China, the USA and the United Arab Emirates. The core markets include Europe and the USA. In the vast majority of countries, ista offers the consumption-dependent billing of heat and water. The portfolio varies slightly in some markets and is geared to local requirements.

¹ Source: http://www.dena.de/fileadmin/user_upload/Download/Dokumente/Presse/Infografiken/bau/Wer_verbraucht_in_Deutschland_groß.JPG

² Source: E. Jacobi, Vertretbare u. erreichbare Heizungsbetriebskosten im Wohnungsbau; Bu Bau B 1., Heft 2/1962

Owner structure and acquisitions

The history of the company goes back to the foundation of Danish company, Clorius, in 1902. ista was founded in Germany in 1957. After nearly four decades of successful business, ista was taken over by Raab Karcher in 1994 and merged with Clorius to form Raab Karcher Energie Service. As part of the merger of Raab Karcher and Veba Immobilien in 1999, the energy division was renamed Viterra Energy Services. Since 2005, ista has again been trading under the original company name.

The ultimate parent company of the ista Group is ista Holdco 1 S.A., which is domiciled in Luxembourg. The shares in ista Holdco 1 S.A. are held by the management as well as funds advised by Charterhouse Development Capital Limited, London/United Kingdom, and by CVC Capital Partners Advisory Company (Luxembourg) S.A.R.L., Luxembourg.

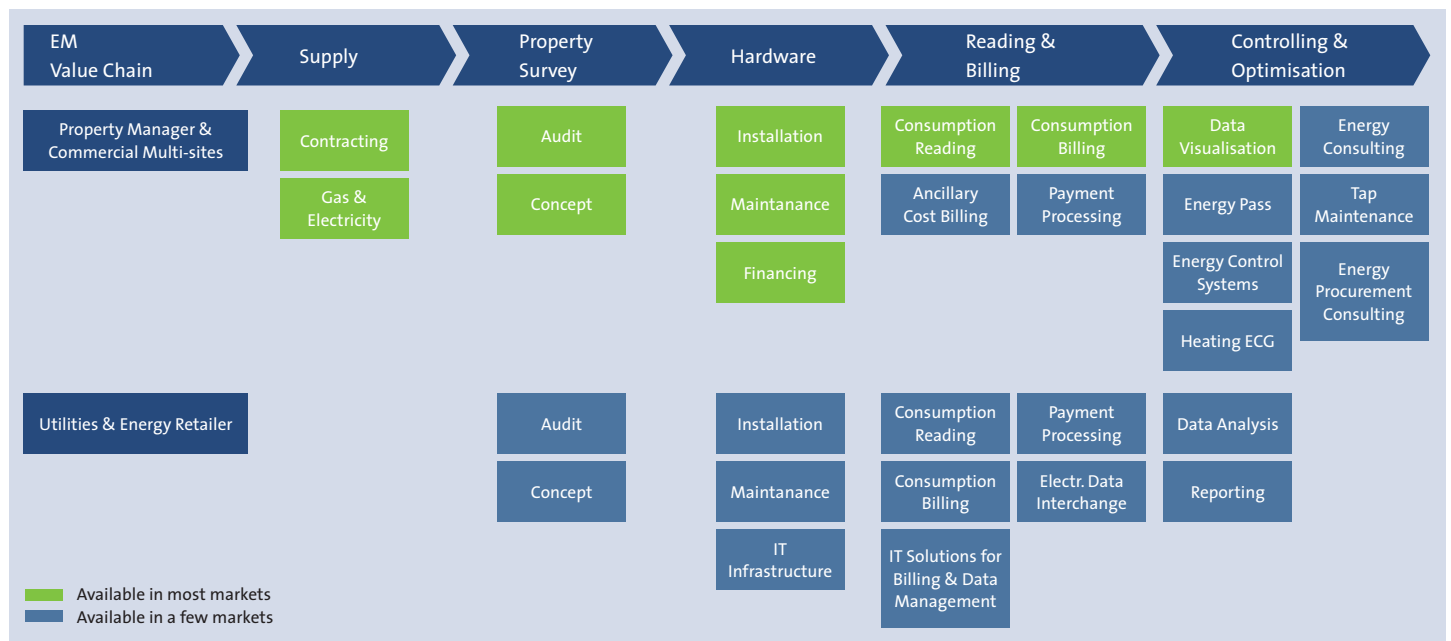
ista made various company acquisitions in 2010, including parts of Treureal Messdienst GmbH, whose registered office is in Regensburg. A further company acquisition was MVV EDL GmbH, which is registered in Berlin.

Market potential

ista reads some 48 million meters worldwide in over 13 million homes and serves over 450,000 customers. The company is the leader in most markets, including France, Belgium, Luxembourg, Denmark, the Netherlands and Poland. In Germany, ista occupies a strong second position.

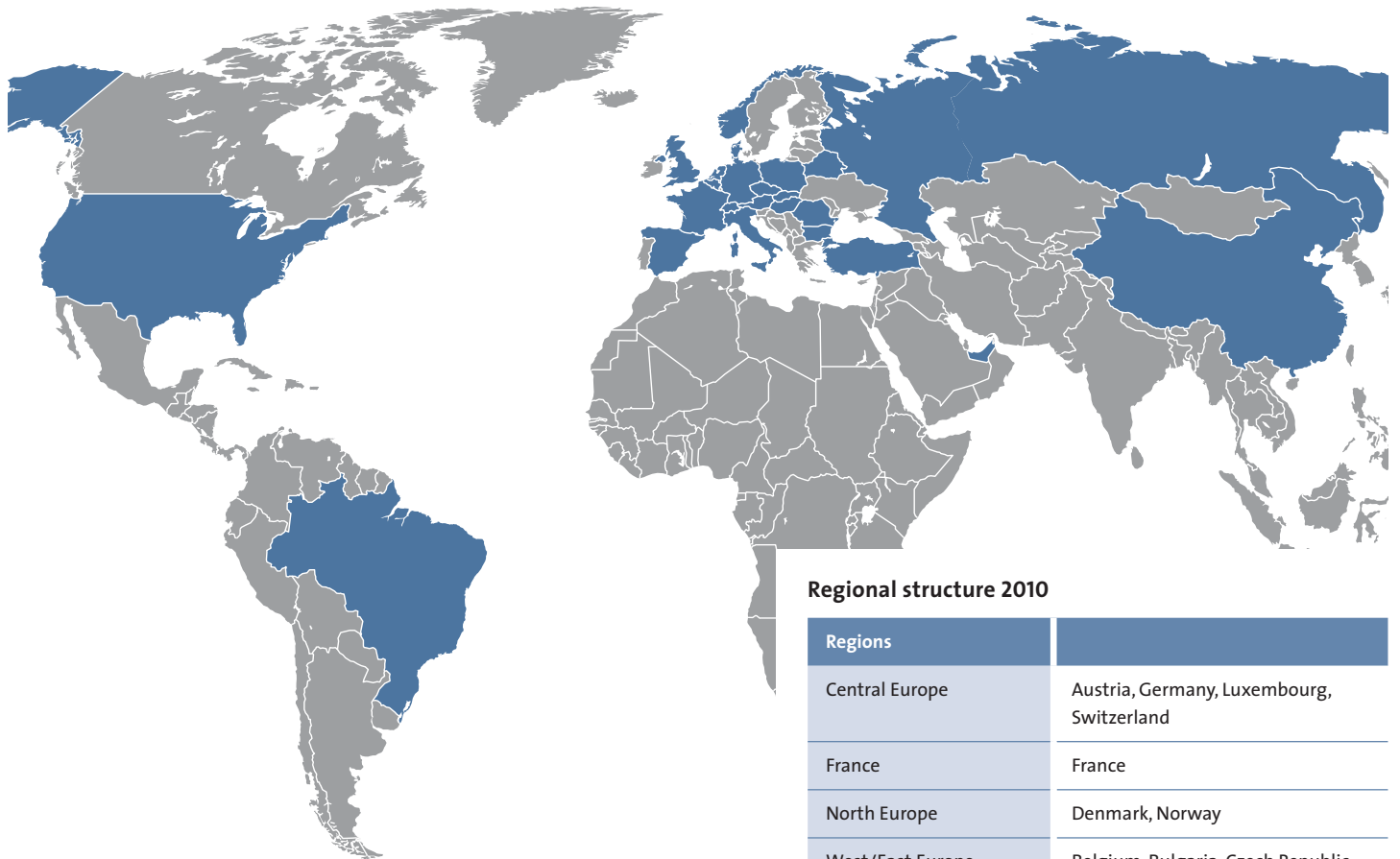
ista offers different products and services geared to the specific country and its requirements. The market potential for consumption-based billing depends on the proportion of multi-family houses and the energy supply with district heating and central heating in

Energy Management Services – ista’s Global Portfolio



the specific housing market. In markets with a high percentage of owner-occupied dwellings, such as Spain or the United Kingdom, the potential is smaller. In such markets, ista mainly provides services for energy utilities or operators of commercial properties. The German market is largely saturated due to the Heating Cost Ordinance (HKVO) of 1981. In

Germany and Denmark, ista is growing its business above all through upgrading to modern radio technology and additional services (including energy data management, contracting, energy passes, smoke detectors). Operators of office and commercial buildings are also increasingly interested in new solutions in the field of energy management.



Regional structure 2010

Regions	
Central Europe	Austria, Germany, Luxembourg, Switzerland
France	France
North Europe	Denmark, Norway
West/East Europe	Belgium, Bulgaria, Czech Republic, Hungary, Netherlands, Poland, Slovakia
USA/UK	USA, UK
South Europe/ Emerging Markets	South Europe: Belarus, Italy, Romania, Russia, Spain Emerging Markets: Brasil, China, Turkey, UAE



Sustainability strategy and management

Sustainability has been part of the business model at ista for decades and is strategically anchored in the company. The company has been working on a group-wide sustainability and environmental management system since 2009. Thus, as a global leader in the field of energy management services, ista is demonstrating its responsibility for the environment, its employees and society even more clearly than before.

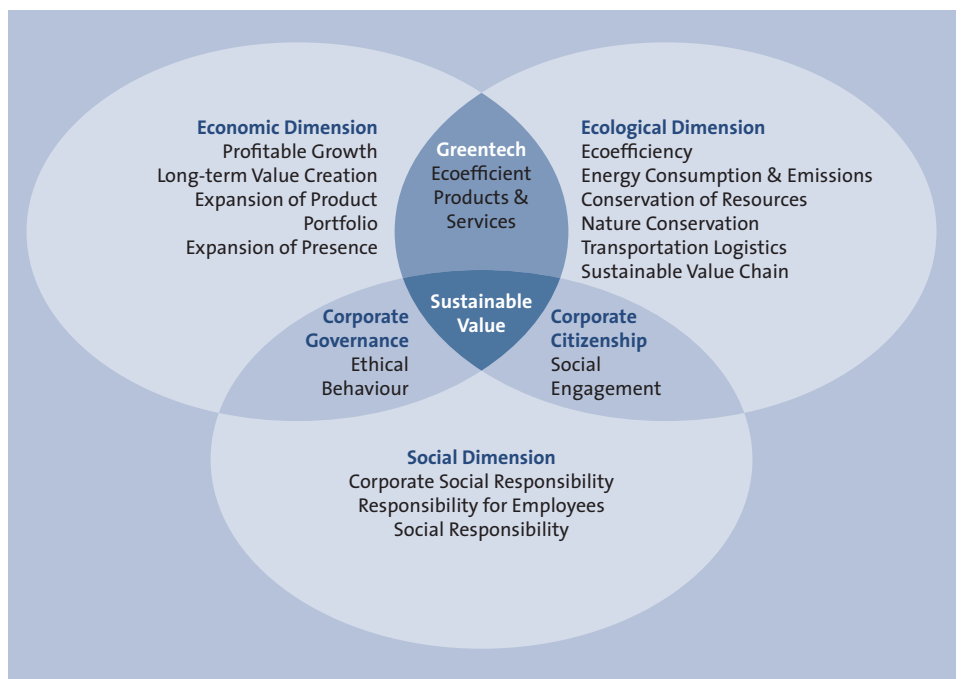
The anchoring of sustainability thinking in corporate activities is a core element of the corporate strategy at ista. The company's economic performance has to be reconciled with ecological responsibility and social justice. The integration of sustainability is a fixed component of the ista corporate and management culture and promotes the business goals, such as profitable international growth, customer orientation and sustainable added value. The Mission Statement expresses the aspiration and mission of all ista companies: "We help manage and safe critical resources sustainably."

Energy efficiency as the strategic focus

Against the background of climate change, one of the most important tasks for the future will be to develop and use energy-efficient technologies. Politicians and the general public also expect the real estate industry to deliver on climate protection; after all, buildings currently account for nearly 40%¹ of energy consumption in the industrialised world.

With the consumption-dependent billing of energy and water, ista has been helping to reduce energy consumption in buildings by 15 to 25%² a year for over 50 years now. Knowing their own consumption and the associated costs motivates people to use energy carefully – with positive effects for the environment. In dialogue with its stakeholders, in 2010 ista defined the key opportunities

and challenges for its business model. The outcome was the repositioning of ista, defining the further and new development of future-proof solutions in the field of energy management as an important business goal. The subject of energy efficiency was identified as a strategic focus for sustainability management.



With its energy-efficient products and services, ista is contributing to sustainable development.

¹ Source: http://www.dena.de/fileadmin/user_upload/Download/Dokumente/Presse/Infografiken/bau/Wer_verbraucht_in_Deutschland_groß.JPG

² Source: E. Jacobi, Vertretbare u. erreichbare Heizungsbetriebskosten im Wohnungsbau; Bu Bau B 1., Heft 2/1962

Dimensions of action

The strategic alignment of ista is reflected in three dimensions of action:

Products and services: Climate change and limited resources are key drivers for the ista product and service portfolio. All solutions are offered and developed with the aim of conserving resources and reducing the impact on the climate.

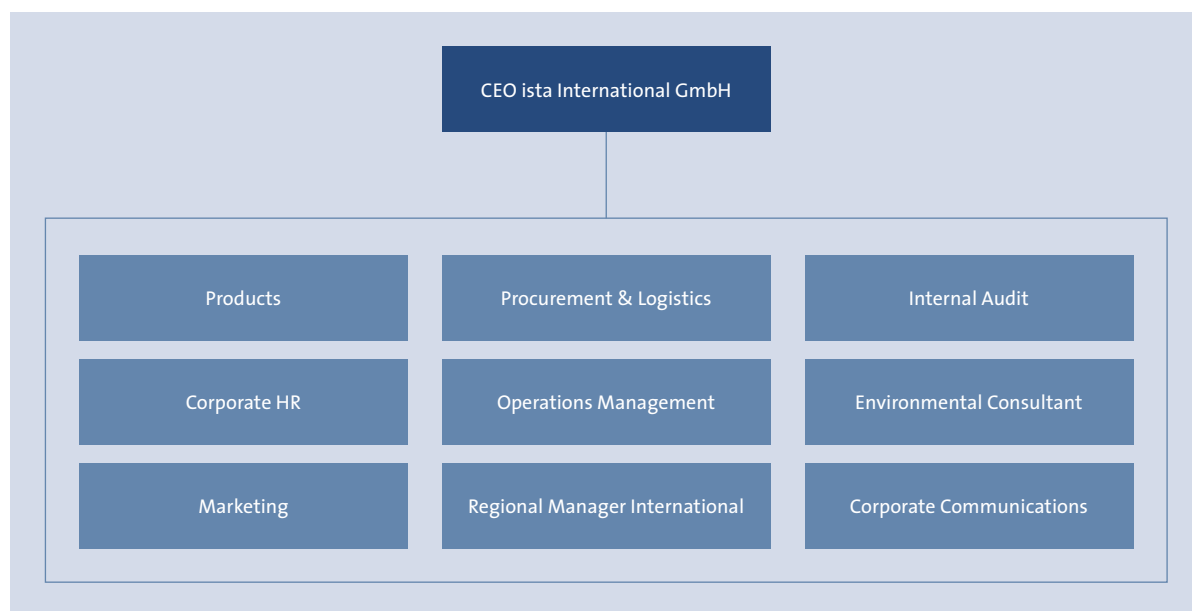
Environment: With regard to its own and its suppliers' business activities, ista ensures that resources are conserved and negative impacts on the environment are avoided or minimised as far as possible.

People: ista takes its responsibility towards all employees worldwide seriously. The company promotes its employees and would like to recruit and retain the best brains as an attractive employer.

Organisation

In 2009, ista pooled its existing sustainability activities both strategically and organisationally. The Management implemented an internationally oriented sustainability strategy and set up the Sustainability Council in September 2009. Since then, this body has identified and promoted sustainability measures at all ista companies. The Council meets every quarter. Its objective is to anchor sustainability at international level, initiate projects to serve as a model, develop standards and draft recommendations for the sustainability strategy. Furthermore, the Council is the contact partner for all sustainability questions worldwide and also supports the operational units in implementing suitable measures. The Council reports direct to the CEO of ista International GmbH.

Sustainability Council at ista



The Council is supported at the ista companies by the “sustainability delegates” in the global communication and implementation of all measures, policies and guidelines. The sustainability delegates coordinate local implementation of the measures together with the specialist departments.

In addition, a new position of environmental consultant has been created. He is responsible for introducing systematic environmental management and advises all countries on matters relevant to the environment. In 2010, a reporting system for recording sustainability indicators worldwide was set up. These indicators are the basis for further measures for improvement, above all in the areas of the environment and people.

This report is also an important step in the increasing professionalisation of environmental and sustainability management. Furthermore, the commitment should be more visible to external stakeholders and the interested public.

Corporate values

A transparent and open corporate culture is one of the prerequisites for an attractive working environment. The corporate values are geared to this objective and serve as a guideline for everyday work. They apply to all employees and their implementation is promoted by the managers.

Code of Conduct

In 2010, a Code of Conduct was drawn up which describes how the company fundamentally expects all employees to act with respect to sensitive subjects such as conflicts of interest or the avoidance of corruption and bribery. With its Code of Conduct, ista is raising all employees' awareness of these subjects

Corporate values

Commitment to stretch goals: Being committed to achieving stretch goals and being prepared to be measured against them.

Leading in customer service: Our customers' satisfaction is extremely important. We are setting standards in customer-orientation, availability and closeness to customers.

Culture of trust: Fostering trustful interaction with and respect for employees, colleagues, clients and partners.

Speed and simplicity: Being conscious that speed, simplicity, quality and low costs are competitive advantages.

Removing barriers – Empowerment: Actively searching for and accepting good ideas despite all barriers; having self-confidence to develop and achieve personal responsibility.

Change as an opportunity: Creating and shaping an environment in which change is not seen as a threat, but as an opportunity to be seized.

Winning mentality: Searching for, working towards and recognising successes, and also having the desire to win even in difficult circumstances.

and creating a basis for ista to develop a shared, open and legally compliant corporate culture by which everybody is bound.

Furthermore, all ista employees are obliged to observe the Environmental Guidelines issued in 2010. In addition to compliance with statutory provisions, the guidelines require the responsible use of energy and raw materials. Observance of the Code of Conduct and the Environmental Guidelines is monitored by the Internal Audit department. All employees worldwide who have any questions concerning the requirements or cannot or do not wish to discuss a subject with their superior can get in touch with the Head of Internal Audit.

Supplier Code

ista also places high demands on its suppliers with respect to environmental protection, employee rights and the avoidance of corruption. In 2010, the energy service provider introduced a Supplier Code, which is based on the Global Compact of the United Nations (UN), the Committee of the Organisation for Economic Cooperation and Development (OECD) principles of responsible corporate governance as well as the core conventions of the International Labour Organisation (ILO). By October 2011, some 80% of the most important and biggest suppliers and service providers had signed this Code. The suppliers are responsible for monitoring and supporting observance of the outlined requirements in their own supply chain to the best of their ability.

Corporate governance

ista and its employees act in line with the UN declaration on human rights and the ILO declaration of principles (relating among other things to the combating of child labour, the elimination of forced labour, and the prohibition of discrimination) as well as the UN convention against corruption. All employees can report violations or suspected violations of laws to the “clearing house” (Internal Audit).

The management of ista International GmbH meets every two weeks to discuss current issues as well as the economic development of the company and ensure a regular exchange of information. Moreover, these meetings are for preparing and passing resolutions on strategy as well as operational business subject to approval.

The aim of internal communications is to use internal media and events to inform all employees about the strategy, values, goals and the current development of business.

Stakeholder dialogue

The stakeholder groups make different demands on ista. It is the task of all departments to address the individual needs and implement them into business processes. For many years now, ista has been in an open, forward-looking and transparent dialogue with its stakeholders. The relationship to the owners is laid down in the articles of association and rules of procedure.

Customers are kept continuously informed of new developments at events, in newsletters as well as through personal support, and their wishes are incorporated into strategic considerations through customer surveys and the customer advisory council. This regular exchange of views helps the company to recognise new demands in good time and develop solutions geared to requirements. The most important stakeholders include customers, employees, the owners, suppliers, associations and the media.

In 2010, ista conducted a comprehensive analysis of customers, business partners and the market situation at six ista companies. The German, Spanish, French, Dutch, Polish and US markets were selected on the basis of their respective market focuses and customer structures. In questionnaires and interviews, the respondents expressed what they expected of ista. They gave valuable information on the demands placed on services and products, on future fields of business and innovation

	Stakeholder	Communication examples
External	Customers	Customer events, customer advisory council, customer satisfaction survey, customer newsletter, Internet, personal customer care and support
	Associations, organisations, NGOs	Membership, association work
	Owners	Monthly consultation meetings and reporting
	Press	Press meetings/conferences, press releases
	Suppliers	Regular consultation meetings
	Students, scientists	University cooperations
Internal	Employees	Staff appraisal interviews, employee opinion survey, information events, Intranet, CEO blog, staff newspaper

ista conducts open dialogue with its stakeholders.

potential as well as on the economic and social challenges facing ista. The most important results were incorporated in the strategic business and product development in 2010 and taken up in numerous activities of the various business units.

Memberships

Thanks to its many years of expertise and international market leadership, ista is in demand as a discussion partner for politicians, industry, associations and organisations on the subjects of energy efficiency and energy management. Its memberships and cooperation partnerships include the following:

- Germany: Member of the National Federation of German Meter Service Providers (Arge), member and sponsor of the German Environmental Management Association (B.A.U.M.), the largest environmental initiative of the business community in Europe, sponsoring member of the German Nature Protection Society (NABU) with activities focusing on energy efficiency in buildings. Further ista memberships include the German Federation of the Housing and Real Estate Industry (Bundesverband Wohnungs- und Immobilienwirtschaft e.V.), the Umbrella Association of German Property Managers (Dachverband deutscher Immobilienverwalter e.V.), the General Association of German Housing Companies (Gesamtverband deutscher Wohnungsunternehmen e.V.) and the Central Real Estate Committee (Zentraler Immobilienausschuss e.V.).
- France: Membership of I.C.O., an organisation for the promotion of energy and environmental technology in buildings and technical plants, member of the "Association Rennaise pour la Maîtrise de l'Énergie dans les Copropriétés" (ARMEC) with the aim of increasing energy efficiency in buildings and member of APOGEE "Institut Français du Management Immobilier"
- USA: Cooperation/Corporate partner of "Energy Star" (product designation for energy-saving equipment), "Association of Energy Engineers" (international society promoting the scientific and educational interests of those in the energy industry) and "US Green Building Council" (non-profit organisation dedicated to sustainable building design and construction)
- Europe: Five subsidiaries are members of the European association of metering service providers (E.V.V.E) – Walter Schmidt is the E.V.V.E. President from 2010 to 2012.



Sustainability programme

Aims/Fields of action	Measures	Status and goals
Sustainability management and communication		
Worldwide integration of sustainability in the corporate strategy, the operational business and internal processes	Creation of a Sustainability Council to develop and implement sustainability standards Nomination of sustainability delegates in all national organisations Recruitment of an environmental consultant	Completed in June 2009 Completed in May 2010 Completed in November 2009
Set-up of systematic sustainability reporting	First-time international data collection Publication of the first sustainability report in accordance with GRI Application Level C Extension of the systematic data collection and GRI Application Level B	Completed in July 2010 Completed in November 2011 End of 2013
Selection of suppliers according to sustainability criteria	Development of a binding Supplier Code on social and ecological standards Signature by suppliers and service providers with framework agreement or purchasing volume of over EUR 50,000 p.a.	Completed in February 2010 Completed in July 2011
Products		
Improvement in energy efficiency of processes and services	Stronger marketing of e.g. heating ECG (energy savings of up to 30%) and EDM premium (average energy savings of 14%)	December 2013
Reduction of resource consumption	Determination of first CO ₂ balance for an ista product (doprino 3 radio) Examination of possible changeover to online mailing of customer bills in Germany	Completed in June 2010 December 2011
People		
Measurement of employee satisfaction and implementation of results	Performance of an employee opinion survey "People Survey ista"	Regularly
Further development of health management in Germany	Analysis and reduction of sickness rate Offer of physiotherapeutic and ergotherapeutic treatment Implementation of management training "Leadership and Health"	Beginning in December 2011
Society		
Encouragement of voluntary employee engagement	Greater support and international information on the initiative "ista gets involved"	End of 2012
Expansion of corporate citizenship programmes	Selection of new projects for sponsoring "energy matters" at an international level	Regularly
Environment		
Expansion of systematic environmental management	Drafting of Environmental Guidelines Determination and evaluation of important environmental aspects Training concept on environmental subjects for ista employees	Completed in August 2010 June 2012 March 2012
Reduction of CO ₂ emissions	Replacement of company vehicle fleet by reference models with greater fuel efficiency Fuel-saving training and competition for drivers of company vehicles in Germany Climate-neutral dispatching of customer bills (GoGreen) Drafting and implementation of a company-wide CO ₂ Compensation Guideline	October 2013 December 2011 Completed in November 2011 March 2012
Reduction of energy and resource consumption within the company	Issuing of energy passes for relevant locations in Germany Changeover of office paper in Germany to recycled paper	Completed in December 2010 Completed in December 2010

“Our future lies in energy efficiency”

At the end of 2009, ista repositioned itself and revised its business strategy. Energy efficiency plays a key role and sustainability was identified as a driver of growth. In the interview, Walter Schmidt, CEO of ista, explains the background and the aims of the realignment.

ista's new business strategy focuses on sustainability. Is this your response to the demands of the markets?

As an international and leading energy service provider, we keep a very close watch on our market environment. In recent years, global trends such as the shortage of resources, digitalisation or demographic change have had a strong impact on the energy and real estate markets. Only if we provide answers to our customers' questions and offer solutions for the markets of the future will we continue growing profitably. With the new strategy, we are now optimally equipped to meet the challenges in the years to come.

What challenges have to be mastered?

It is mainly the subjects of climate change and the responsible use of resources which are relevant to our business model. It is here that we can also achieve the greatest effect with our range. The development of services or products which enable our customers to achieve even higher savings potential on the energy consumption side will therefore be one of our strategic focuses in the years to come. On the product development side, we have also been focusing on innovation since the beginning of 2010.

How would you rate ista's potential to offer solutions for these challenges?

Thanks to its extensive know-how and experience and its unique wealth of data, ista has an excellent starting position for actively driving important energy efficiency subjects. Alongside our core business, services are increasingly playing a



Interview with Walter Schmidt, CEO ista International GmbH

role in contributing to the effective use of energy. With the web-based energy data management system, our customers already have a future-oriented solution at their finger tips. Concepts such as smart metering will play an important role. But they are as yet in their development infancy. We will further optimise our current offerings in future.

What role does sustainability play for ista?

At the moment a great deal revolves around the subject of sustainability in politics, in society and in companies. The economical and responsible use of energy and water is a key component of sustainability. With our offerings, we are making a very direct contribution to energy efficiency in the real estate sector and playing an active part in climate protection. But we also start with ourselves. That is why we have set up a group-wide company environmental management system. The initiatives implemented and the systematic incorporation of ecological and social aspects into our business decisions will take ista to a new level.



Product responsibility

ista offers innovative and sustainable solutions for increasing energy efficiency in buildings. In addition to the services of heating, water and ancillary cost billing, ista also develops sustainable solutions in the field of energy management services. The development of products which conserve resources and the focusing of all processes on sustainability are laid down in the corporate strategy.

ista reads approx. 48 million meters in over 13 million households in 25 countries and thus serves more than 450,000 customers. The consumption-dependent billing of gas, heat, water, electricity and cooling motivates consumers to use energy responsibly and reduce energy consumption by 15 to 25%. As a result, in Germany alone there is a reduction of some 1.8 million tonnes of CO₂ emissions a year. With its low-investment measures, the energy service provider is thus helping to drive the energy turnaround forward without consumers having to forego any comfort or quality of life. The company combines expertise with sound data and information on energy behaviour, consumption and markets. So ista acts as an interface between the real estate industry, trades, energy utilities and consumers throughout the world and sees itself as a key partner for climate protection.

Raising energy savings potential

The latest studies show that providing a continuous stream of information on people's own consumption using smart meters permits further savings of about 15%. This service is, for example, offered through the ista web-based energy data management service (EDM). Customers can view the latest consumption figures of private and commercial properties in a detailed and visually appealing analysis. Consumption histories over several years or of different commercial areas identify concrete possibilities for reducing costs and increasing efficiency.

The energy pass for properties, which has been prescribed by law in Germany since 2010, also helps to make people use energy more responsibly. The energy pass documents the annual energy consumption per square metre and creates transparency with regard to

the energy quality of buildings. Property owners are more inclined to be willing to invest in energy-saving modernisation. Since the beginning of the obligation to produce an energy pass, ista has already issued 200,000 energy passes and is the market leader in this field.

Furthermore, efficiency can be increased simply and at low cost by optimising existing heating systems. Studies have shown that roughly four out of five heating systems do not operate optimally and their efficiency is much lower than if they were in technically perfect condition. Experiences show that in 60% of all applications of the heating ECG simple changes to the settings are enough to achieve significant savings of more than 15%. In Germany alone, 80% of the 15 million heating systems are not working optimally and are wasting energy unnecessarily.

¹ Source: Wirkungs- und Akzeptanzanalyse von EDM premium, Kurzbericht zur Analyse des Aachener Feldversuches der ista Deutschland GmbH (Effect and acceptance analysis of EDM premium; short report on the analysis of the Aachen field trial of ista Deutschland GmbH)

² Source: www.ratiodomo.de



ista sets standards

With its international presence as the world market leader in 25 markets, ista is well informed about the latest technical and regulatory trends and uses this knowledge to continually develop forward-looking and reliable solutions. For customers, an investment in ista products means a decision in favour of the latest technology standards. ista's products frequently set the standards in the industry, for example because of the high quality and the reliability of the water meter, istameter, or the ista radio system "symphonic sensor net". On this basis, further products which enhance energy efficiency even more can be integrated into the existing system.

The web-based energy data management service is also a trend-setter: It incorporates the consumption figures recorded by radio metering and distribution equipment and identifies cost-cutting and efficiency-enhancing potential in private and commercial properties. This type of data processing offers even more possibilities: energy monitoring and benchmarking, consumption benchmarking, operating cost benchmarking as well as vacancy and cash management. The service supports property managers and owners with the management of their operating costs. Furthermore, the EDM

provides data analyses which serve as a basis for decisions to invest in sustainable modernisation and refurbishment projects.

Customer satisfaction

Uniform and efficient processes all over the world ensure the ista customers a high level of quality. All technologies and meters conform to the relevant legal standards. An internal quality management system ensures their observance. In the cross-industry benchmarking of the M2M institute, ista was one of the Top 50 most customer-focused German service providers in 2010 for the second time in succession. The service centre in Leipzig also put itself to the test: TÜV Nord examined the service centre for excellent service, professional quality and control systems as well as high customer and employee satisfaction according to the DIN EN 15808 standard.

In order to optimally satisfy its customers' requirements, ista conducts an international survey every year. 80% of the regular customers from 14 regions took part in the Customer Satisfaction Index (CSI) in 2010. The result: 82.1% of the customers consider that ista has satisfied their wishes well and only mention minor shortcomings, which, however, led to a loss of 2.3 index points compared with the previous year. In view of these results, the project team responsible has developed regionally adapted action plans to improve complaint management, punctuality of billing and meter reading as well as the availability of service staff.

The activities are being continuously implemented. One example for the implementation of customer wishes is the "Customer Excellence" project: Here the branch structures in Germany were modified in 2010 so that customers can now be looked after much more quickly and personally. The survey system is being revised in 2011 and will then focus more on customer retention.

Innovation and product development

The research and development work focuses on driving the development of future-proof products and services forward in order to save limited resources. In the Products department, which is responsible for this, innovation has been the focus of activities and investment since the beginning of 2010. In the years to come, expenditure on innovations will be further increased.

In the reporting period, the focus of innovation was on the cost-effective integration of electricity and gas meters into the ista radio system and on the development of a smoke detector with automatic maintenance function connected to the system. Among other things, more international billing systems were linked up to the Automated Meter Management system in order to connect the smart consumption meters and sensors directly to the IT systems via radio networks and push automation forward.

Product procurement and recycling

The procurement of hardware and material is coordinated centrally by ista International GmbH. Only in exceptional cases (above all in the USA) hardware is purchased partly or entirely locally owing to special market requirements or high transport costs. The central ista engineering and production site is located in Au (Germany) and is not only the manufacturing but also the testing location.

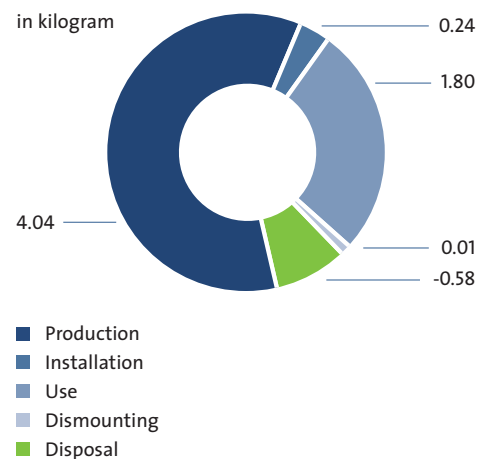
Since 2002, ista has been cooperating in Germany with the workshop for the disabled, Haus Hall. Here old equipment is dismantled into its individual components: batteries, printed circuit boards, plastics, metals and cable waste are separated and then passed on for recycling.



CO₂ footprint of the doprimo 3 radio net

In 2010, ista worked out the CO₂ footprint of the most frequently used heat allocation meter over its entire product life cycle and compared this with the CO₂ savings achieved through consumption-dependent heating cost billing. The analysis included the production of raw materials, manufacturing, transport, installation and use of the meters including consumption-dependent heating cost billing as well as the subsequent disposal of the heat allocation meter, doprimo 3 radio net. Because of the production of the printed circuit board and battery, the manufacturing phase accounts for over half of the CO₂ emissions; the use and reading of the meter accounts for the second highest emissions. The result of the comparison is convincing: every single doprimo 3 radio net causes 0.53 kg of CO₂, calculated over the course of a year, but saves an annual 84 kg of CO₂ as a result of consumption-dependent heating cost billing. Therefore, over the entire life cycle, heating cost billing saves 158 times more CO₂ than the meter causes over its service life.

doprimo 3 radio net – CO₂ emissions in kg*



* Graphic modified to also show low numbers



Environment

With its products and services, ista does not just make a contribution to the protection of the climate and environment. In addition, internal processes are being optimised by a group-wide environmental management system. As a result, resources can be saved and negative effects on the environment minimised.

Environmental management

In 2009, ista began to introduce systematic environmental management and record all data relevant to the environment. As a basis for this process, in August 2010 the Sustainability Council passed the Environmental Guidelines, in which ista commits to comply with statutory provisions as well as to the responsible use of energy and raw materials. The Guidelines apply internationally to the entire ista Group. The Spanish ista national organisation is already certified in accordance with the international standard ISO 14001:2004. The possibility of extending certification to other locations is currently being examined.

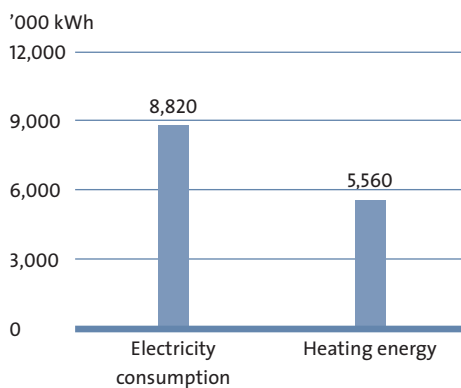
By creating the position of Environmental Consultant in 2009, ista also provided the manpower required for the systematisation of environmental management. The Environmental Consultant, as an internal service provider, advises the management and those responsible at the locations on all matters of environmental protection. The subjects range

from reduction of consumption to CO₂ balancing of individual products and the holding of employee training courses. Ensuring compliance with all statutory environmental requirements has the highest priority.

Energy consumption

In the reporting year 2010, the ista companies worldwide consumed some 8,820,000 kilowatt hours (kWh) of electricity. That is

Energy consumption 2010



At some locations (China, the Czech Republic, Hungary, Poland, Spain, the United Arab Emirates, the USA), the heating costs are included in the rent at a flat rate. In France, the data are only available for one location.

1,825 kWh of electricity per employee. The electricity consumption results from running the offices, but at some locations in Belgium and Norway electric heaters are also used. The heating energy consumption was about 5,560,000 kWh in 2010. This gives average heating energy consumption per employee of 1,150 kWh. Of this figure, district heat accounts for some 22% and gas for 78% – oil-fired heating systems are not used. In order to make the energy consumption of the different locations transparent, the company has issued energy passes for the majority of the buildings (> 75%) in Germany. The result of the consumption breakdown has shown that there is still potential for heating energy savings. The savings are to be realised in the years to come. The vehicle fleet used a total of just under 2.9 million litres (l) of fuel, which is a consumption of just under 600 litres per employee.



Indirect CO₂ emissions from electricity consumption were calculated to be some 4,330 tonnes in 2010; heating energy requirements led to total direct and indirect CO₂ emissions of 1,350 tonnes as a result of the combustion of gas and the purchase of district heat.

Business trips

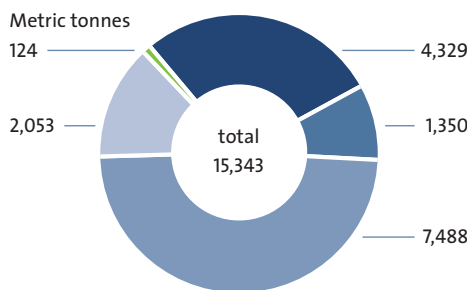
In 2010, all ista employees together travelled just under 49 million kilometres (km) on business trips. At over 40 million km, most of the kilometres were travelled in cars. In 2010, ista revised the company car regulations in Germany. 13 million km are travelled in this country, accounting for just under a third of the distance covered in cars within the ista Group.

Emissions

In total, direct and indirect CO₂ emissions caused by electricity and heating energy consumption as well as by business travel in 2010 amounted to 15,343 tonnes. At 7,488 tonnes of CO₂, the vehicle fleet accounts for nearly half – therefore this is where the greatest savings potential lies. 2,053 tonnes of CO₂ were emitted as a result of business flights (see below).

By 2014, some 400 vehicles in Germany will be replaced by more efficient models. At the beginning of the programme, the company vehicles in Germany used an average of 7.1 litres per 100 km. The new models will consume some 13% less, i.e. 6.2 litres per 100 km. Given the same number of vehicles, that is some 130,000 litres of diesel and 341 tonnes of CO₂ less per year. The company car regula-

CO₂ emissions 2010*

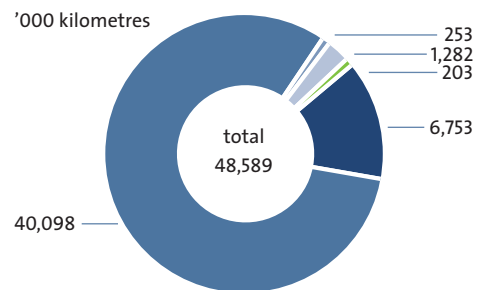


- Power consumption
- Heating energy consumption
- Vehicle fleet
- Business flights
- Others (rental cars and public transport)

CO₂ emissions calculated using the conversion factors of UBA, defra, IWU, IZU, atmosfair as well as Deutsche Bahn

* Graphic modified to also show low numbers

Business trips according to means of transport 2010*



- Plane
- Company car
- Rental car
- Public transport
- Others

* Graphic modified to also show low numbers

tions also require that tyres may now only be a maximum of one number or one inch above the standard tyre size. This limits air and rolling resistance and thus reduces fuel consumption. Furthermore, optional extras for company cars are restricted and fuel economy training courses are offered for drivers of company cars. A fuel economy competition is running until the end of 2011, giving employees who use less than the assumed average consumption a bonus.

In France, the vehicle fleet has already achieved a relatively good energy efficiency figure. Although a distance of 16 million kilometres was covered (some three million kilometres more than in Germany), the CO₂ emissions of just under 2,400 tonnes were lower than the German emissions of over 2,500 tonnes of CO₂.

In an internationally operating and expanding company, the possibilities of reducing business flights are limited. Therefore, an internal guideline on the subject of voluntary CO₂ compensation is currently being drafted. As part of the model project "VisionsWald" by B.A.U.M. e.V., ista supported the reforestation of the rain forest in Costa Rica with EUR 15,000, which will compensate for some 400 tonnes of CO₂ in future.

Paper consumption

In the reporting year 2010, a total of some 67.7 million sheets of paper were used, including some 25.5 million sheets for internal use and 42.2 million sheets of paper for printing bills. 62% of the total paper consumption was therefore due to billing. At international level, ista is examining various measures to reduce this paper consumption – from electronic billing to double-sided invoice printing. Some measures have already been implemented: since October 2010, most bills in Germany have been printed on both sides. As a result, the energy service provider is expecting an



annual reduction in paper consumption of over five million sheets. Recycled paper is currently used for billing in Brazil, Bulgaria and Norway; the share is roughly 1%. Further changeovers of bill printing to recycled paper are now being examined in Germany and Poland.

Paper consumption	2010
Total	67,671,000 Sheets
Bill printing	42,198,000 Sheets
of which recycled paper	63,000 Sheets
Office consumption	25,473,000 Sheets
of which recycled paper	5,540,000 Sheets

In ista's offices, each employee used an average of about 5,300 sheets of paper in 2010. In order to reduce consumption and conserve resources, the ista employees were asked, whenever possible, to print on both sides and not in colour. The proposals were communicated in all ista companies. The share of recycled paper in paper consumption in the offices is just under 22% worldwide.

Waste and drinking water consumption

Old equipment taken back from the customers (above all heat allocation meters as well as water and heat meters) accounts for the majority of waste. As far as possible, the equipment is recycled. However, in any case, ista ensures proper disposal. As part of a cooperation in Germany, the workshop for the disabled, Haus Hall, dismantles the old equipment. Employees of this facility take the equipment apart and separate the different components such as batteries, printed circuit boards, plastics, metals and cable waste so they can be passed on for recycling neatly sorted. There are no concrete group-wide data available on office and domestic waste produced at the individual ista locations.

In 2010, drinking water consumption at ista totalled 25.3 million litres, which is 5,230 litres per employee.



Employees

Qualified and motivated employees are the basis of ista's business success. To ensure that all its employees develop their full potential, ista promotes its staff with a systematic vocational and further training programme. Good working conditions, fair pay and equal opportunities make ista an attractive employer throughout the world.

Employee structure

As at December 31, 2010, the ista Group employed 4,832 people in the six regions, Central Europe, France, North Europe, West/East Europe, USA/UK and South Europe/Emerging Markets. Personnel costs totalled EUR 197.29 million. At 1,431, the highest number was employed in Germany, ista's home market, followed by France with 696 employees, North America with 530, Spain with 358 and Denmark with 179.

Employee structure	2010
Total	4,832
Full-time employees	4,433
Part-time employees	399
Permanent employees	4,152
Apprentices	139

Equal job opportunities for men and women is a worldwide principle for ista. Nearly half of the employees are female, making up 47.6% of the workforce. The comprehensive

offering of flexible working time models helps to make this positive figure possible. ista offers its employees, among other things, the opportunity to work from home or to flexibly choose their working time through such models as flexitime and sabbaticals.

Age structure	
≤ 25	12%
26–35	31%
36–50	41%
≥ 51	16%

Regional structure and employees by region* 2010

Regions	Countries	Employees
Central Europe	Austria, Germany, Luxembourg, Switzerland	1,578
France	France	696
North Europe	Denmark, Norway	441
West/East Europe	Belgium, Bulgaria, Czech Republic, Hungary, Netherlands, Poland, Slovakia	600
USA/UK	USA, UK	569
South Europe/ Emerging Markets	South Europe: Belarus, Italy, Romania, Russia, Spain Emerging Markets: Brasil, China, Turkey, UAE	732

* All figures referring to employees are only shown for the 2010 reporting period as the basis for collecting the data has changed compared with previous years. Therefore, the figures cannot be compared with the prior years, but this will be possible in future reports.

The average age of ista employees is 38 years; on average, they have been working for the company for eight years. Employees in the Netherlands have the longest length of service with nearly 13 years, followed by France and Germany, each with 11 years. The staff turnover rate worldwide was 12.3% in the reporting period.



Codetermination and social benefits

As a global company, ista employs people of over 50 different nationalities in 25 countries. The national organisations are located in Europe, North and South America as well as Asia. In all regions, the company bases its employment conditions at least on the national laws and complies with international treaties such as the occupational safety and health standards of the International Labour Organization (ILO) and the United Nations Human Rights Charter. Competitive and fair pay is standard at all locations. ista employees who have got into financial difficulties through no fault of their own can apply for help from ista Unterstützungskasse e.V. This initiative was set up by ista employees. After careful examination of the cases, eight employees in difficulties after accidents or natural disasters were supported in the last four years with a total of EUR 30,000.

Employee satisfaction

ista originally introduced the “People Survey ista” in 1998; the survey, which is now online-based, has focused since 2010 on measuring the engagement and commitment of the ista employees. 17 of the 25 companies took part in 2010. In order to participate in the survey there must be a minimum number of 40 employees in each country. With a very high response rate of 76.4%, 3,114 employees worldwide took part in the reporting period. Alongside the regular staff appraisal interviews, the survey is an important feedback instrument. Fields of action and concrete measures are established on the basis of the findings. The employees therefore have the chance to play an active role in shaping the company through their feedback. Key fields of action resulting from this year’s survey were the recognition of good work within the company, the offer of interesting development opportunities for employees as well as the active exchange of necessary information between departments.

Vocational and further training

ista’s success depends to a great extent on the commitment of its employees. That is why the company promotes the know-how and development of its employees through training measures which are part of a systematic HR development programme. To this end, a large number of measures are implemented worldwide. These include induction programmes, staff appraisal interviews and target agreements as well as management development programmes, specialised training courses and individual further training. For example, in Germany new recruits get to know the company and its services over two days at the “ista Base Camp”. Furthermore, ista supports the development of its employees’ foreign language skills by offering regular English classes. On average, every employee (full-time equivalent) attended 2.65 days of training in the reporting period.

On the sales side, ista conducts comprehensive further training courses, particularly in Germany. Sales staff and managers who are focused on the professional housing and real estate industry broaden their knowledge of relevant trends and products. With this qualification measure, ista is expanding its position in the professional housing industry segment of the market.

Great importance is attached to vocational training, particularly at ista Germany. In the reporting year, 133 young people were offered career prospects in the form of an apprenticeship. Therefore, 10.75% of the workforce were apprentices. As part of a dual studies programme, some apprentices also studied for a degree at a university of cooperative education or a university of applied sciences parallel to their ICC apprenticeship. In total, 78 of the 133 apprentices and students – and thus nearly 60% – were female.

“JUMP” and “MoVE!” programmes

ista offers the “JUMP” programme for the development of international junior managers. In 2010, the “MoVE!” initiative was also set up to promote the international exchange of ista employees.

Health promotion

For many years now, there have been a large number of activities at the ista locations which promote the employees’ physical and mental performance. In Germany, the employees have, for example, the opportunity to go to the gym free of charge. The Dutch support employees who cycle to work, which keeps them fit and is also good for the environment. Moreover, employees can have themselves vaccinated free of charge or have their eyes examined by an optometrist. In the USA, healthy food is delivered once a week by local farmers.

At the end of 2010, the management decided to systematise the existing measures and develop them into a group-wide corporate health management system. In May 2011, a working group was set up and the following goals defined: The subject of health is to be anchored even more firmly in the corporate and management culture. The health rate in the company is to be increased. And a continuous health care programme is to be developed. By the end of 2011, teams are to be established which will implement measures to achieve these goals and act as contacts for the steering team and local staff. It is planned to offer managers a seminar on the subject of “Healthy Leadership” in 2012.

On average, the employees of the ista Group were off sick for 4.3 working days a year.

“MoVE!”

The global initiative “MoVE!” was set up to offer employees the opportunity to gain international work experience in other companies. Through “MoVE!”, employees can be deployed for a limited period as required at ista companies in other countries. So international cooperation is strengthened and the employees acquire important knowledge which advances the company as a whole.



“JUMP”

The “JUMP” programme is geared to the systematic and targeted identification and qualification of international high potentials for general management positions. This HR Development programme is designed to promote the medium and long-term development of in-house junior managers at ista. The junior managers attend special training courses and therefore broaden their specialist and interdisciplinary skills.



Occupational safety

Due to the branch of industry, the employees of ista International GmbH are not exposed to any particular risks. In training courses and company publications as well as on the Intranet, employees are given information on risks at the workplace. In Germany, there were 15 accidents in 2010. Of this figure, 13 were commuting accidents and two accidents occurred in an office building. There was no fatal accident at work anywhere in the world.



Society

ista supports sustainable development through social engagement and sponsoring. At international level ista campaigns projects in climate and environmental protection. Moreover, ista promotes the voluntary engagement of its own employees.

ista is dedicated to public welfare in a variety of ways. In 2010, the sponsoring activities were also reviewed and a new international Sponsoring Guideline prepared as part of the strategic realignment of the company. In future, ista will be supporting projects which promote the intelligent use of natural resources, raise awareness of energy and environmental issues or make a contribution towards reducing global CO₂ emissions. The international initiative “energy matters” was set up in 2010 to implement these key sponsoring activities.

International engagement – “energy matters”

With the “energy matters” initiative, ista supports climate protection and environmental projects at international level. Those responsible for marketing and country managers at all ista companies can propose suitable projects to sponsor. Three to five projects are selected every year from those proposed. Amongst others, the educational programme “Junior Achievement Award Romania” and the interactive exhibition on the training ship “MS Wissenschaft” on the subject of energy each received support of EUR 20,000 in 2010.

Junior Achievement Romania

The Romanian educational programme “Junior Achievement Romania” was started in December 2010. About 2,500 school pupils learned how to use energy correctly and behave in an eco-friendly way. “We supervise this programme and, together with the pupils, develop suggestions as to how they can use our environmental resources in a responsible manner,” explained Marian Sişu, Country Manager of ista Romania. In order to gain an impression of how theory can be put into practice, 30 grammar schools competed against each other in an energy-saving competition. The “Junior Achievement Romania” project was backed by the Romanian Ministry of Education, Research, Youth and Sport.



Marian Sişu during a visit to one of the participating grammar schools.

Corporate volunteering – “ista gets involved”

The programme “ista gets involved” was set up in to promote personal initiative and the civil engagement of the employees. ista supports its employees in their work in the fields of environmental protection and nature conservation, social work, culture and education. The company gives the employees one day off work to actively participate in a project and pays a one-off sum of max. EUR 600 per project. So far about 20 employees have vol-

unteered to help a non-profit project and used this support. For example, a workshop in a school on the subject of climate protection and energy efficiency was sponsored and various sports clubs were helped with their events. The programme is to be extended further in the years to come and publicised at international level.

GRI Index

Index according to GRI (G3 indicators)	Degree of fulfilment	Page number
1. Vision and strategy		
1.1 Statement by the chairman of the Management or Supervisory Board	completely	2
1.2 Key sustainability impacts, risks and opportunities	completely	3, 7/8, 13
2. Organisation profile		
2.1 Name of the company	completely	3
2.2 Primary brands, products and services	completely	3/4
2.3 Business units and company structure	completely	4/5
2.4 Location of the company's headquarters	completely	3
2.5 Countries with major business operations	completely	3/4
2.6 Ownership structure	completely	4
2.7 Markets	completely	3-5
2.8 Size of the company	completely	3/4
2.9 Significant changes in the reporting period	completely	4
2.10 Awards received in the reporting period	completely	16
3. Report parameters		
3.1 Reporting period	completely	Inside cover
3.2 Date of the last report	completely	First report
3.3 Reporting cycle	completely	Inside cover
3.4 Contact point for questions on the report	completely	29
3.5 Process for selecting report content	completely	Inside cover
3.6 Boundaries of the report	completely	Inside cover
3.7 Limitations on the scope of the report	completely	Inside cover
3.8 Joint ventures, subsidiaries, outsourcing	completely	Inside cover
3.9 Data measurement	completely	Inside cover, 9
3.10 Changes in the presentation of information provided in earlier reports	completely	First report
3.11 Changes in the scope, boundaries or measurement methods	completely	First report
3.12 Index according to GRI – tabular overview with page numbers	completely	28
3.13 Verification - external verification of the statements	completely	none
4. Corporate governance, commitments and engagement		
4.1 Management structure	completely	3
4.2 Independence of the chairman of the Supervisory Board	completely	3
4.3 Control body or independent members of the governance body	completely	3
4.4 Mechanisms for shareholder and employee recommendations to the Management/Supervisory Board	completely	10, 24
4.5 Linkage between the Management Board compensation and the company's performance	not at all	
4.6 Mechanisms to avoid conflicts of interest	completely	9
4.7 Expertise of the governance bodies in the field of sustainability	not at all	
4.8 Mission statements, values and codes of conduct	completely	9
4.9 Procedures at Management/Supervisory Board level to oversee the sustainability performance	completely	8, 19
4.10 Processes for evaluating the performance of the Management Board	not at all	
4.11 Implementation of the precautionary principle	not at all	
4.12 Support of external initiatives	completely	9
4.13 Memberships in associations and advocacy organisations	completely	11
4.14 Stakeholder groups engaged	completely	10
4.15 Selection of the stakeholders	completely	10
4.16 Approaches to stakeholder dialogue (type/ frequency)	completely	10, 16
4.17 Comments on key concerns of the stakeholders	completely	Inside cover, 10/11
5. Performance indicators		
Economy – Management approach	completely	5, 7-9, 12, 27
EC1 Value generated and distributed	completely	3, 23, 27
EC2 Financial implications of climate change	partially	3, 7/8, 13, 15
EC3 Company's defined benefit plan obligations	not at all	
EC4 Financial assistance received from government	not at all	
EC5 Ratio of standard entry-level wage to local minimum wage	completely	24
EC6 Payments to local suppliers	completely	17
EC7 Employment of local workers in managerial positions	not at all	
EC8 Infrastructure investments and services for public benefit	completely	27

Index nach GRI (G3 Indikatoren)	Degree of fulfilment	Page number
Ecology – Management approach	completely	7-9, 12, 19
EN1 Weight/volume of the materials used	partially	21
EN2 Percentage of materials used which are recycled	completely	21
EN3 Direct energy consumption by primary energy source	completely	No power generation of its own
EN4 Indirect energy consumption by primary energy source	partially	19
EN8 Total water consumption by source	completely	21
EN11 Land used in protected areas	not at all	
EN12 Impacts of activities in protected areas	not at all	
EN16 Direct and indirect greenhouse gas emissions	completely	20
EN17 Other relevant greenhouse gas emissions (e.g. through business trips)	completely	20
EN19 Ozone-depleting substances by weight	completely	none
EN20 NO _x , SO _x and other significant air emissions by weight	completely	none
EN21 Total water discharge	not at all	
EN22 Waste by type and disposal method	not at all	
EN23 Spills of hazardous substances by number and volume	completely	none
EN26 Initiatives to mitigate environmental impacts of products and services	completely	19
EN27 Percentage of products and their packaging that was re-used	not at all	
EN28 Fines/sanctions for non-compliance with environmental regulations	completely	keine
Working environment and working conditions – Management approach	completely	7-9, 12, 23-25
LA1 Workforce by employment type, contract and region	completely	23
LA2 Rate of employee turnover by age group, gender and region	partially	23
LA4 Employees covered by collective bargaining agreements	completely	9, 24
LA5 Notice periods regarding significant operational changes	completely	10
LA7 Injuries, absenteeism and fatalities	partially	25
LA8 Risk control and programmes regarding serious diseases	completely	25
LA10 Hours of vocational and further training by employee category	partially	24
LA12 LA12 Performance and career development reviews	completely	24
LA13 Composition of the top management and employee structure (e.g. age/gender/culture)	completely	3, 23
LA14 Pay by gender and employee category	not at all	
Human rights – Management approach	completely	7-9, 12
HR1 Investment agreements with clauses or screening with regard to human rights	not at all	
HR2 Percentage of suppliers that have undergone screening on human rights issues and actions taken	completely	9
HR4 Incidents of discrimination and actions taken	completely	none
HR5 Operations with significant risk	completely	9
HR6 Operations with increased risk and actions taken	completely	9
HR7 Operations with increased risk and actions taken	completely	9
Society – Management approach	completely	7-9, 12
SO1 Reduction of negative impacts on local communities	not at all	
SO2 Percentage/number of business units examined	completely	9
SO3 Percentage of employees trained in prevention	not at all	
SO4 Actions taken in response to incidents of corruption	not at all	
SO5 Positions and participation in political decision-making processes and lobbying activities	not at all	
SO8 Fines/sanctions for non-compliance with laws	not at all	
Product responsibility – Management approach	completely	7-9, 12, 15
PR1 Life cycle stages of products for which health and safety impacts were analysed	completely	16
PR3 Principles/processes for product labelling	not at all	
PR5 Customer satisfaction	completely	16
PR6 Programmes for adherence to laws and voluntary agreements in marketing	not at all	
PR9 Significant fines for non-compliance with laws concerning the use of products and services	not at all	

Additional indicators are displayed in grey type.

All core indicators are shown. Jumps in the numbering are due to the fact that only relevant GRI additional indicators are recorded in the index.

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