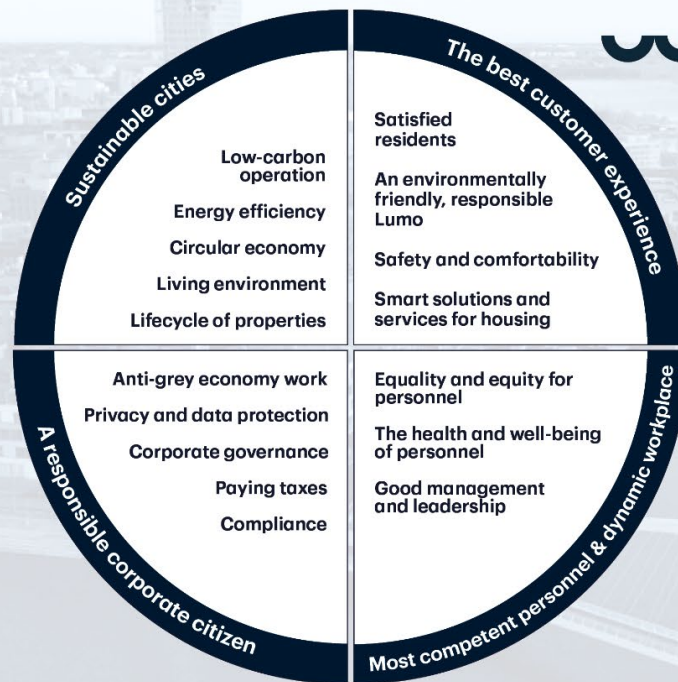


Our sustainability programme

12/2020

We create better urban housing



Ensuring long-term profitability
and business growth

Sustainable and
responsible operations

Transparent communications
and reporting



Commitment to the UN Sustainable Development Goals and the Net Zero Carbon Buildings



With our sustainability programme we commit to those eight of the UN Sustainable Development Goals that our business has the greatest impact on.

We take action within our sphere of influence to promote the achievement of the UN Sustainable Development Goals.



With our sustainability programme we commit to the real estate sector's Global Net Zero Carbon Buildings 2030 commitment.

We commit to owning only assets that are net zero carbon in operation by 2030.



Our sustainability programme supports the execution of our strategy

Ensuring long-term profitability and business growth

- Our sustainability programme supports Kojamo's strategic targets for 2020–2023 as well as ensures long-term profitability and growth.



Sustainable and responsible operations

- Sustainability is an integral part of Kojamo's operations and corporate culture.
- Sustainability is part of our DNA and plays an important role in the work of everyone at Kojamo.
- Sustainability issues are an important aspect in cooperation with our partners.
- Our Supplier Code of Conduct is incorporated into all of our new partnership agreements



Transparent communications and reporting on sustainability

- We will engage in transparent and multi-channel communications on our sustainability.
- We aim for high-quality and comprehensive sustainability reporting.
- We report in accordance with the GRESB, GRI and EPRA frameworks and continuously develop our reporting.





Sustainable cities



ADVANCING NET
ZERO

We are committed to improving the energy efficiency and reducing greenhouse gas emissions of our operations.

Our property portfolio will operate at net zero carbon by 2030. We are a signatory of the WGBC Net Zero Carbon Buildings commitment.

We will enhance the efficiency of our energy consumption by 7.5 per cent by 2025, using 2015 as the baseline (VAETS II).

- We invest in growth centres, in locations with good accessibility and services.
- Our digital solutions promote the development of smart cities.
- We will reduce energy consumption by 3% annually.
- Starting from 2021, all of our new own construction projects will be implemented with a target Energy efficiency level of ≤ 80 .
- All of our major renovation projects will achieve a relative improvement in energy efficiency of at least 30%.
- We use carbon-neutral property electricity throughout our property portfolio.
- We will reduce water consumption by 5% by 2030, using 2019 as the baseline.
- We will control and optimise the indoor temperatures of our property portfolio using AI solutions, based on actual temperatures and weather forecasts.
- We will improve the waste recycling rate to 55% by the end of 2023.
- In both new property development and renovation, we aim to achieve a waste sorting and recycling rate above 70% by the end of 2023.
- All of our own offices are WWF Green Office certified.



The best customer experience

We work to promote better and more sustainable urban housing. The Lumo brand delivers our residents the best customer experience in housing. Our main objectives are satisfied residents and increasing our Net Promoter Score (NPS).

- By the end of 2023, the score awarded by our residents
 - for the safety and comfort of Lumo homes will be 4/5.
 - for the convenience and functionality of waste sorting and recycling at Lumo homes will be 4/5.
 - for the ease of Lumo homes' communication regardless of the service channel will be 4.5/5.
 - for Lumo homes' services that make daily life easier and promote sustainable housing will be 4/5.
- By the end of 2023, 90% of our households will use My Lumo application.
- By the end of 2025, all of our properties will have lighting that is energy-efficient, adequate and increases safety.
- We will enhance waste sorting by our residents and annually reduce the total volume of mixed waste. By 2025, at least 80% of Lumo homes will have a sorting solution that supports four waste fractions.
- By the end of 2025, at least 70% of the home appliances in our properties will have a high energy efficiency rating.
- By the end of 2025, the opportunity to use a shared cars and bikes will be available for all of our properties.
- We will continue to implement our Through the Customer's Eyes programme.
- We will ensure that the indoor environmental conditions of our apartments are healthy.
- We will promote the sense of community in housing through our active Lumo teams.
- We will introduce more services promoting sustainable housing and our residents' well-being.



3 GOOD HEALTH AND WELL-BEING



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION





The most competent personnel and a dynamic place to work

We are known for our dynamic and productive corporate culture and sustainability is part of our DNA.

We ensure our competitiveness through competence development and provide an employee experience that attracts the best talent.

Our aim is to create a first-class employee experience through good management, by investing in employee well-being and promoting equality and non-discrimination.

- The perception of our personnel is that our management and leadership is of a high standard.
- We take a development-driven approach to management and encourage our personnel to emphasise renewal and learning
- We manage our corporate culture towards our set targets in accordance with our strategy
- We participate in the Responsible Summer Job campaign and aim to achieve a high level of employee satisfaction among summer workers.
- Our target is to reduce the personnel sickness-related absence rate to <3% by 2023
- Our target is zero accidents.
- We continuously invest in the well-being of our employees and provide our employees with benefits related to well-being.
- We have a zero tolerance policy for harassment and inappropriate conduct.
- We promote equality amongst our personnel throughout the employment relationship, starting from recruitment process.
- We promote wage equality amongst our personnel.
- We will be the most attractive and highly-valued employer in our industry.



Equality and equity for personnel

The health and well-being of personnel

Good management and leadership

Most competent personnel & dynamic workplace



A responsible corporate citizen

We operate sustainably and transparently while developing our shareholder value in accordance with our strategy.

8 DECENT WORK AND ECONOMIC GROWTH



11 SUSTAINABLE CITIES AND COMMUNITIES



A responsible corporate citizen

Anti-grey economy work

Privacy and data protection

Corporate governance

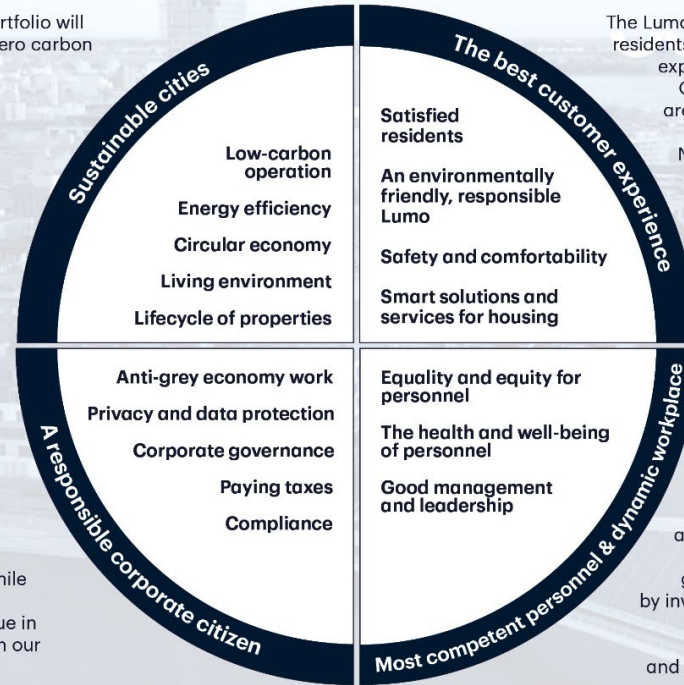
Paying taxes

Compliance

- The sustainability of our business is based on our Code of Conduct. We aim to have 90% of our employees completed training on our Code of Conduct.
- Our Supplier Code of Conduct will be incorporated into all of our new partnership agreements starting from 2021.
- We have a zero tolerance policy for the grey economy.
- All of our partners and supply chain participants are registered with the Reliable Partner service maintained by Vastuu Group Oy in accordance with the Contractor's Obligations Act.
- We are a significant taxpayer and we pay all of our taxes to Finland. We report our tax footprint transparently.
- We are a significant employer. Our employment effect extends beyond our own operations to partnerships related to construction, renovation, property maintenance and cleaning.
- At each of our construction sites, we monitor the working conditions rate (TR -figure) to maintain a high level of occupational safety. Our target is TR > 90.
- We have a zero tolerance policy for data protection violations.
- We will do our utmost to ensure the data protection of our customers. We take a customer-driven and GDPR-compliant approach to all of our business operations.
- The Lumo sponsorship and grant programme annually supports top Finnish athletes as well as individual and team sports for young people.

We create better urban housing

Our property portfolio will operate at net zero carbon by 2030.



The Lumo brand delivers our residents the best customer experience in housing. Our main objectives are satisfied residents and increasing our Net Promoter Score.

We operate sustainably and transparently while developing our shareholder value in accordance with our strategy.

We create a first-rate employee experience through good management, by investing in employee well-being and by promoting equality and non-discrimination.

Ensuring long-term profitability and business growth

Sustainable and responsible operations

Transparent communications and reporting



We create better urban housing

