

TECHNOPOLIS

**TECHNOPOLIS
ESG REPORT 2022**



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TECHNOPOLIS IN BRIEF

6

Countries

11

Cities

16

Campuses

>110

Buildings

1,500

Customers

48,000

People use our spaces

4.2/5.0

Customer satisfaction

85%

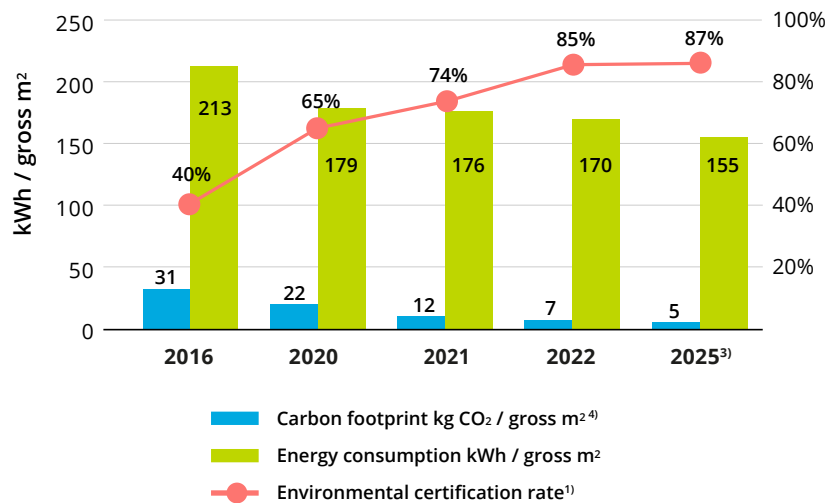
Green-certified buildings



HIGHLIGHTS OF THE YEAR

A sustainable work environment reduces our climate impact while creating value for our stakeholders, including our customers, employees, investors and the local communities in which we operate.

Sustainability KPIs



1) Calculated as a percentage of gross building area and excludes parking structures
 2) Rate includes incineration
 3) Estimate
 4) Scope 1 and 2

SUSTAINABILITY KPIs IN 2022



7 kg
CO₂ / gross m²
Carbon footprint



170
kWh / gross m²
Energy consumption



85%
Environmental
certification rate
in 2022¹⁾



100%
Carbon free
electricity



97%
Waste recycling rate²⁾
(all campuses)



4.2/5.0
Customer
satisfaction



CEO STATEMENT

Sustainability has been a top priority for Technopolis for many years. We firmly believe that placing the wellbeing of people and the environment at the heart of our operations creates value for all and is the best way to do business in the 21st century.

The foundation for our sustainability is to enable our customers to be sustainable. When our customers choose Technopolis, they know that they are making a sustainable choice.

The global buildings and construction sector is responsible for 37% of global carbon emissions, and we acknowledge our role in decarbonizing the built environment and the urgency of this global issue.

We want to drive sustainability in the industry as a whole and be on the frontline of this development. That's why we have set ambitious targets to combat climate change: we are committed to reducing operational and embodied carbon emissions within our portfolio by 2030 and advocating for all buildings to be net-zero whole-life carbon by 2050.

In 2022 we made significant progress in many areas of our sustainability work. The use of different AI solutions is already delivering energy efficiency improvements of more than 20% in some locations. By the end of 2022, 85% of our entire building portfolio had the industry-leading LEED and BREEAM environmental certificates when measured in square meters. Furthermore, from the beginning of 2022, all Technopolis campuses have used 100% carbon-neutral electricity.

By ensuring that our decisions are responsible financially, environmentally and socially, we create sustained value for our owners, employees, customers, partners, and other stakeholders.

Our industry-leading customer satisfaction rate and the feedback we get from our customers and other stakeholders demonstrate that we are on the right track, and I am grateful for the commitment and professionalism of our employees.

I am pleased to introduce this report on our sustainability efforts and hope you will enjoy reading the report and that it will inspire you to join us in the effort to mitigate our impact on climate change.

Niko Pulli
CEO, Technopolis

OUR APPROACH TO SUSTAINABILITY

What does sustainability mean to Technopolis?

Sustainability is an integral part of Technopolis' core business and DNA. Sustainability stands for fewer square metres, smart and safe office planning, and more shared services. Starting with the construction of our buildings, Technopolis premises are designed to utilise space as efficiently and comfortably as possible. For us, sustainability is a day-to-day activity reflected in eco-efficient premises, motivated employees, services that support customer success, and a sense of community. Our aim is to enable our customers to be sustainable.

With sustainability at the core of our portfolio management strategy, we aim to exceed the expectations of our customers, our employees, our investors, and the local regulatory environments in which we operate. It will be extremely important to leverage new innovations and technology in order to meet the growing needs of our customers and other stakeholders.

Guided by this purpose, we integrate sustainability into every aspect of our business, focusing on environmental, social and governance (ESG) matters of importance to our stakeholders. Our materiality matrix was updated in 2022. Only the most material themes are highlighted in the graph on the right.

Technopolis categorizes the impacts and measures of its Corporate Sustainability (ESG) under three themes presented on the next page. The aim is to continuously develop the issues related to these themes.

This report applies GRI Standards and the latest edition of EPRA Best Practices Recommendations for Sustainability Reporting for reporting the environmental KPIs published in this report. The company's financial period is the calendar year. More information on our reporting principles can be found on page 23.



Significance of the reporting organization's impact on the economy, environment, and people.

1. CO₂ emissions and climate change mitigation
2. Energy efficiency
3. Carbon-neutral energy
4. Waste management and recycling
5. New technology and innovations
6. Employee wellbeing
7. Customer satisfaction
8. Health, safety, and security of premises
9. Accessibility of premises
10. Compliance with regulations, laws, and internal policies
11. Customer privacy and data security
12. Responsible and ethical business practises



**Environment: Sustainable efficiency
- Eco-efficient, healthy, and resilient spaces**

Our office spaces must be eco-efficient so that they continue to appeal to our customers. At the same time, we also want to be resilient towards the regulatory, operational, and physical impacts of climate change to enhance and sustain asset value. Our actions assure efficient, resilient, and futureproof assets.



**Social
- Healthy & productive people**

Companies are better positioned to succeed and retain talent by having access to spaces and services that support employee productivity, wellbeing, and engagement. We support this by offering functional work environments that include a range of services and create a sense of community. Our goal is to strengthen the wellbeing and productivity of our customers' employees. We want to maintain and further improve the excellent level of our customer satisfaction surveys. The wellbeing and satisfaction of Technopolis personnel is also our priority.



**Good governance
- Values and ethics as foundation**

Strong core values and ethics lay the foundation for Technopolis' responsible business practices and ensure compliance with our Code of Conduct, corporate governance and risk management. By operating ethically, we ensure transparent value creation for our stakeholders in the long term.

ENVIRONMENT

SUSTAINABLE EFFICIENCY

ECO-EFFICIENT, HEALTHY, AND RESILIENT SPACES

ZERO CARBON ROADMAP – GUIDING OUR ENVIRONMENTAL FOCUS

The cornerstone of our concept is space efficiency with shared spaces and services – in other words, smart office planning, which reduces both the environmental impact and the carbon footprint of our buildings.

In 2020 we developed a Zero Carbon Roadmap for building energy use by 2030 – a plan we began to implement in 2021. Technopolis’ decarbonization roadmap outlines a reduction-first approach. This includes proactively reduc-

ing demand and decarbonizing the portfolio via the implementation of energy-efficiency measures including the use of artificial intelligence together with advanced analytics and energy optimization. A vital part of the roadmap is also gradually to increase the share of carbon-neutral energy to 100%. Collaborating, developing, and piloting new, innovative solutions with stakeholders and energy companies is crucial for reaching our goals.

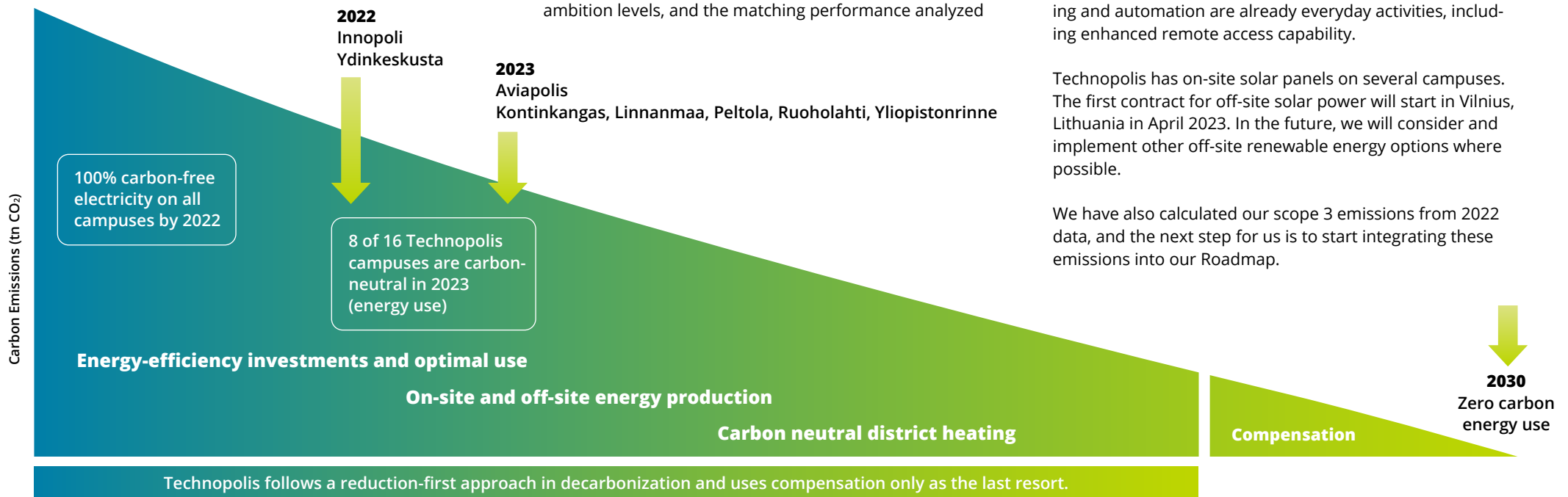
We have set ambitious targets for tackling climate change. Reviewing the plan is a continuous process with targets, ambition levels, and the matching performance analyzed

on an annual basis. In 2022, 83% of our energy came from carbon-neutral sources. We reached our goal to use 100% carbon-neutral electricity by 2022 on all campuses.

Throughout the years we have been making energy-efficiency investments in heating, ventilation and air-conditioning (HVAC) modernization, heat recovery, and LED lights. The most recent focus area is energy use optimization with artificial intelligence (AI) solutions and data analytics. We are also investigating on-demand response solutions with energy companies. Real-time energy consumption monitoring and automation are already everyday activities, including enhanced remote access capability.

Technopolis has on-site solar panels on several campuses. The first contract for off-site solar power will start in Vilnius, Lithuania in April 2023. In the future, we will consider and implement other off-site renewable energy options where possible.

We have also calculated our scope 3 emissions from 2022 data, and the next step for us is to start integrating these emissions into our Roadmap.



BUILDING CERTIFICATIONS

Third-party verified sustainability

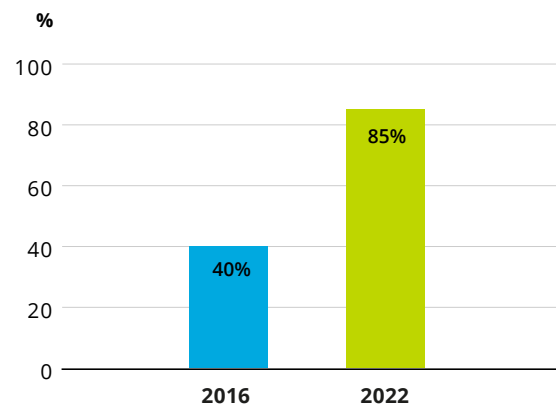
Technopolis uses LEED (Leadership in Energy and Environmental Design) and BREEAM (Building Research Establishment Environmental Assessment Method) environmental certificates of the buildings as management, minimization, and measurement tools for the environmental impact of its properties. The third-party verified LEED and BREEAM certification programs are the leading international assessment standards for sustainable building design and construction. The ratings are used to steer both new construction and the management of existing buildings.



Certification spreads sustainability best practices across our real estate portfolio and supports us in reaching our reduction goals for energy, waste, water, and carbon emissions. During 2022 Technopolis achieved 85% certification rate (calculated as a percentage of gross building area and excluding parking structures). By the end of 2022, Technopolis had 42 LEED-certified properties. In addition, one building on the Oslo campus, the entire Kista campus, and the Gasperich campus in Luxembourg have been awarded BREEAM certificates. [The full list of certified buildings can be found on our website.](#)



Certification rate



Total amount (Cert. Tot)	%
LEED Platinum	2.6%
LEED Gold	53.8%
LEED Silver	9.3%
Leed Certified	4.4%
BREEAM	14.5%
Total	85%

ENERGY CONSUMPTION AND EFFICIENCY

Energy use optimization in focus

Eco-efficiency is a top priority in the maintenance of our properties as it leads to significant savings in both carbon emissions and operating costs. We have been actively developing energy-efficiency strategies for the existing portfolio during 2022 in conjunction with our facility maintenance partners and other partners. We have implemented the environmental goals of Technopolis as part of their contractual performance.

Technopolis is a signatory to an energy-efficiency agreement in Finland for commercial premises and has thereby committed to an energy-saving target of 7.5% by the end of 2025.

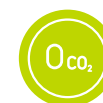
The energy consumption of Technopolis' properties includes purchased energy, electricity, district cooling and heating, and solar power produced at the properties. Carbon-neutral energy is a priority for us. Of the 163,137 MWh of energy used by Technopolis in 2022, 83% was from renewable sources. In addition to procuring energy, we have on-site electricity production with solar panels amounting to 834 MWh in 2022.

The total energy intensity of the Group's properties was 170 kWh/gross square metre. The change in intensity has decreased 20.4% from 2016 to 2021. The change in energy intensity over the period is mostly due to investments, operational energy-saving measures, an active response to changes in occupancy rates, as well as portfolio changes.



Energy intensity goal:

Reducing the amount of grid-bought energy by 10% by 2025 (kWh/gross sqm), baseline 2016. Already well above the target level in 2022: -20%.



Carbon-neutral energy goal:

Fossil-free electricity on all campuses by 2022 achieved.

Energy (MWh)	Finland			Norway			Sweden			Estonia			Lithuania			Luxembourg			Total			EPRA Sustainability BPR
	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	
Total electricity consumption ¹⁾	50,263	49,188	48,187	7,374	7,759	8,231	5,806	4,461	3,061	8,759	9,027	8,294	8,603	7,574	7,926	-	-	-	80,805	80,314	80,129	Elec-Abs
Common area electricity ¹⁾	20,156	22,224	19,271	3,544	3,297	3,537	2,127	1,495	670	4,959	5,022	3,819	2,838	2,881	1,925	5,091	4,155	4,519	38,714	40,595	36,662	
Heat consumption	44,616	50,912	42,443	4,229	4,649	3,966	5,271	3,478	1,375	0	0	0	4,980	5,192	3,910	5,092	5,948	5,408	64,188	72,929	60,550	DH-Abs
Normalized heat consumption	46,760	50,798	51,846	4,343	5,035	4,951	5,404	3,518	1,561	8,418	9,870	6,321	4,980	5,192	3,910	5,092	5,948	5,408	74,997	83,112	77,444	DH-Abs
District cooling	1,849	1,797	1,649	2,793	3,223	3,345	2,692	2,208	1,194										7,335	7,227	6,189	DC-Abs
Fuels (MWh)										8,418	9,870	6,321							8,418	9,870	6,321	Fuel-Abs
On-site energy production (renewable)	627	669	625							40	38	37	167	180	199				834	886	861	
Total energy consumption	98,872	101,782	101,682	14,511	16,018	16,527	13,903	10,187	5,817	17,177	18,898	14,615	13,583	12,767	11,835	-	-	-	163,137	170,654	163,762	
Total energy intensity (KWh/gross m ²)	210	216	220	136	150	155	160	153	151	117	129	103	113	106	131	-	-	-	170	176	179	Energy-Int
Change in intensity 2021/2022 %	-2.9%			-9.4%			4.7%			-9.1%			6.4%			-	-	-	-3.9%			
Change in intensity 2016/2022 %	-7.1%			-25.0%			21.3%			-32.2%			-38.4%			-	-	-	-20.4%			
																			-10%	Goal 2025		
Building energy consumption	68,765	74,818	72,766	10,566	11,170	10,849	10,091	7,180	3,239	13,376	14,892	10,140	7,818	8,074	5,834	10,183	10,103	9,927	121,046	130,934	120,295	
Energy intensity, Building energy (kWh/gross m ²)	146	159	157	99	105	102	116	108	84	91	102	71	65	67	65	116	115	113	119	128	124	Energy-Int
Change in intensity 2021/2022 %	-8.1%			-5.4%			7.8%			-10.2%			-3.2%			0.8%			-7.4%			
Change in intensity 2016/2022 %	-4.4%			-23.0%			19.4%			-24.3%			-7.6%						-20.5%			

Total energy consumption and energy intensity is calculated with weather corrected (normalized) heat consumption for Finland, Sweden and Norway.

Energy intensity is calculated in two ways: with total electricity consumption and with common area electricity consumption (common area and building technical electricity). Both intensity indicators include heating and district cooling for the whole building area, and only grid-bought electricity. The denominator in both of the indicators is gross area.

1) The total electricity consumption row includes consumption on customer spaces (in Luxembourg, customer electricity data is not available). Part of the reported common area electricity is based on estimated consumption.

CASE

Digitalized maintenance, artificial intelligence & technological innovation

All our properties are connected to a real-time remote-control energy consumption monitoring system. Many of our building automation systems use AI and data analytics to improve indoor air quality, save water and energy, and further develop the smart control of the building automation systems. The result is a real-time overall picture of the property portfolio, which can identify issues that require attention.

Technopolis constantly partners with companies and suppliers and is willing to pilot new sustainable technologies and solutions. Several tests with solutions using AI technology in the maintenance of our properties were planned and implemented during 2021, and the use of these solutions expanded in 2022.

One of the solutions Technopolis uses to develop energy efficiency further is the L&T Smartti Automation system. Data is imported into the system from various sources, and is used, for example, to anticipate changes, control the properties even more efficiently, and ensure good indoor air quality. The system utilizes, for instance, weather forecasts and information related to heat load and temperature fluctuations of properties. In 2022 we installed IoT sensors to further advance optimization on pilot properties. The results of these 24/7 optimization systems have been promising: we have achieved savings of up to 25% in the temperature-adjusted total energy consumption on the pilot properties.

Carbon dioxide emissions

Technopolis has a solid track record in reducing emissions

The market-based carbon footprint of all Technopolis properties in 2022, including Scope 1 and 2 emissions, was 7.3 kg CO₂e/gross square metre, and emissions totalled 7,433 metric tons. Since 2019, the carbon footprint of the energy consumption of Technopolis' properties per square metre has decreased by 75%. The change was due to an increased share of green energy procured and energy-efficiency measures.

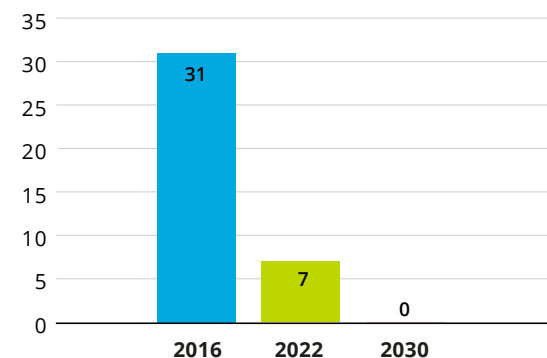
Technopolis aims to reduce the carbon footprint of the direct energy consumption of its properties by improving energy efficiency and using energy produced from carbon-neutral energy sources.

The global buildings and construction sector is responsible for 37% of global carbon emissions, with 10% of this being embodied carbon resulting from materials and construction processes. From 2022 onwards, we are committed to performing a whole lifecycle analysis (WLCA) and reducing the carbon emissions in all our new construction projects. The first WLCA calculation was conducted in 2022 in a new construction project, Innopoli 4 phase III, in Espoo.

We are also calculating our Scope 3 emissions using 2022 data and will publish information about emissions on our website later this year.

On our way to zero

Scope 1 and 2 CO₂ emissions (kg/gross sqm)



Scope 1 and 2 emissions (tCO ₂ e)	Finland			Sweden			Norway			Estonia			Lithuania			Luxembourg ¹⁾			Total		
EPRA: GHG-Dir-Abs, GHG, Indir-Abs, GHG-Int	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020
Gas	0	0	0	0	0	0	0	0	0	1,700	1,994	1,277	0	0	0	0	0	0	1,700	1,994	1,277
Scope 1 total	0	0	0	0	0	0	0	0	0	1,700	1,994	1,277	0	0	0	0	0	0	1,700	1,994	1,277
Market-based emissions																					
Electricity	0	0	0	0	0	1,118	0	0	3,309	0	0	5,340	0	0	0	0	79	86	0	823	10,597
District heating	4,608	6,779	7,417	242	180	103	20.17	22.18	28	0	0	0	715	745	493	137	160	421	5,721	8,774	9,576
District cooling	0	0	13	0	0	0	11.2	22.18	14	0	0	0	0	0	0	0	0	0	11	22	27
Scope 2, total	4,608	6,779	7,430	242	180	1,221	31.37	44.35	3,350	0	0	5,340	715	745	493	137	239	507	5,732	9,619	20,201
Total	4,608	6,779	7,430	242	180	1,221	31.37	44.35	3,350	1,700	1,994	6,617	715	745	493	137	239	507	7,433	11,613	21,478
CO ₂ emissions (kg/gross sqm)	9.8	14.4	16.1	2.8	2.7	31.8	0.29	0.42	31.4	11.6	13.6	46.5	5.9	6.2	5.5	1.6	2.7	5.8	7.3	11.4	22.1
Location-based emissions																					
Electricity	3,016	3,689	3,277	447	343	1,117	2,986	3,142	3,309	5,579	5,750	7,772	3,312	2,916	1,474	0	79	86	15,341	16,665	17,779
District heating	6,157	7,026	6,579	242	160	40	541	595	54	1,700	1,994	4,544	717	748	411	137	161	421	9,496	11,571	13,162
District cooling	0	0	13	0	0	0	11	13	14	0	0	0	0	0	0	0	0	0	11	13	27
Total (Scope 1&2)	9,173	10,715	9,869	690	503	1,157	3,539	3,750	3,377	7,280	7,744	12,316	4,029	3,664	1,885	137	240	507	24,848	28,249	30,969
CO ₂ emissions (kg/gross sqm)	19.5	22.7	21.4	7.9	7.5	30.1	33.1	35.1	31.6	49.7	52.8	86.5	33.4	30.3	20.9	1.6	2.7	5.8	24.4	27.7	31.9

Absolute emissions are calculated based on both market- and location-based methods. More information on the location-based method: <https://ghgprotocol.org/blog/top-ten-questions-about-scope-2-guidance>.

For our target setting (CO₂ intensity), we use market-based emission factors. Our target includes Scope 1 and 2 emissions. The market-based carbon footprint of Technopolis' direct consumption of purchased electricity and heating energy is based on measured, remotely read and partially manually read energy consumption readings and data provided by local energy companies on the production methods of the energy they delivered and their CO₂ effects.

The carbon dioxide disclosures Scope 1 and 2 are based on the total energy consumption of all the spaces.

1) Luxembourg: emissions from electricity include only common area electricity.

Water consumption

Smart water consumption tracking

The water intensity of all Technopolis properties was 4,359 l/FTE/year and the total consumption 152,804 m³/year. The water consumption per user of all Technopolis buildings increased in 2022 as the number of building users has increased after pandemic.

Water pressure measurements have been implemented in LEED audits carried out in the existing portfolio, and opportunities for saving water were reviewed. Water-efficient systems such as low-flow fixtures have been installed. Technopolis also continued to add smart water meters, which are able to analyze the consumption and detect leaks.

Water consumption

	Finland	Norway	Sweden	Estonia	Lithuania	Luxembourg	Total ¹⁾
EPRA: Water-Abs, Water-Int							
Water consumption (m ³)							
2022	79,799	23,114	16,833	16,527	21,226	46,069	203,569
Water intensity (l/FTE/year)	3,033	6,203	5,260	2,331	3,355	27,921	4,214
Water intensity (l/FTE/day)	8	17	14	6	9	76	12
2021	70,139	12,520	14,750	12,843	15,948	22,385	152,804
Water intensity (l/FTE/year)	2,569	3,663	5,086	1,863	3,265	17,219	3,220
Water intensity (l/FTE/day)	7	10	14	5	9	47	9
2020	78,443	13,227	8,073	13,908	18,168	28,725	176,968
Water intensity (l/FTE/year)	3,329	3,666	4,436	2,142	3,632		4,212
Water intensity (l/FTE/day)	9	10	12	6	10		12

Group Target Level
Below 5,000 (l/FTE/year)

1) Total excludes St. Petersburg campus (divested in 2021).

Sustainable real estate development

Minimizing the environmental impact of construction

Technopolis aims to minimize the environmental impact of new construction projects by designing and developing the projects in accordance with the international LEED and BREEAM certifications. Maintaining the buildings in accordance with the building ratings, and carrying out post-construction inspections, best support eco-efficient systems and life-cycle responsibility during the operational use of buildings.

Technopolis' design guidelines will take into account the low-carbon approach in the future for new property development projects. Technopolis will engage professionals in the next development projects already in early concept planning and design phases to apply best practices and reach optimum solutions that will reduce construction emissions and balance investment costs.



Waste management

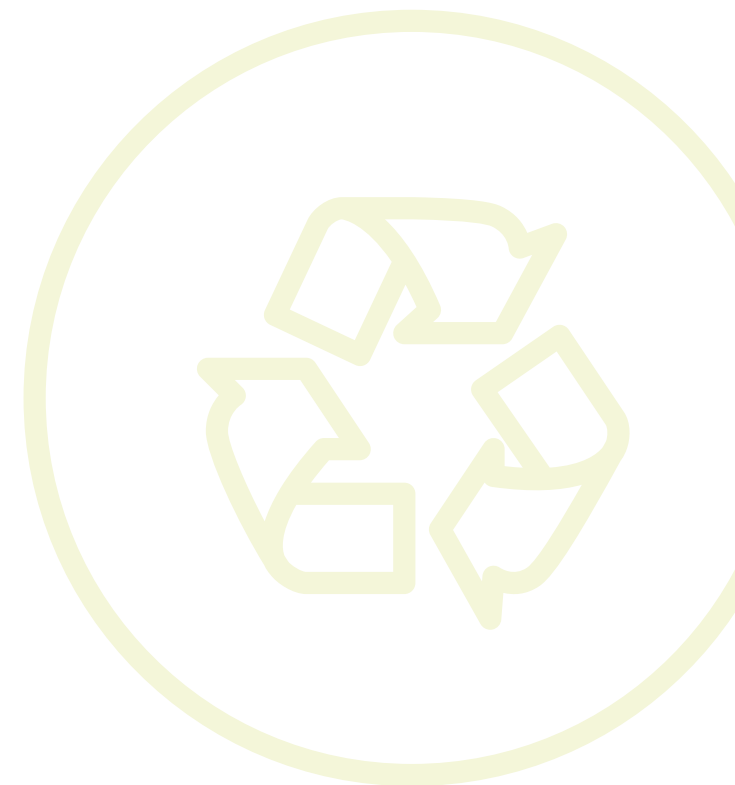
Towards circular economy

Waste amounts by disposal method are presented in the chart below and include reused waste and recovery of materials. In addition to energy waste, incinerated waste includes mixed waste suitable for mass burning and other incinerated waste, such as waste wood. Specially treated waste includes hazardous and toxic waste. Compostable waste includes biowaste. The amounts of the waste-by-waste fraction are based on data on the properties' waste amounts provided by our waste management partners.

The recycling rate, including the incineration of waste into energy, was 97% in 2022. This number excludes construction sites. The disposal methods of waste generated in

Technopolis locations vary by region according to the local waste management partner's operations.

During 2022 we paid particular attention to the accessibility of the waste facilities, the sufficiency of hauling intervals, sorting guidelines and practices, in addition to the collected waste fractions. In the buildings applying for LEED certification of existing properties, waste management was monitored and audited. The buildings include extensive environmentally friendly sorting arrangements for various waste types. In LEED-certified buildings, containers, at least for paper, cardboard (and carton), biowaste, glass, metals and plastic are equipped with appropriate signage to encourage recycling.



	Finland		Norway		Sweden ¹⁾		Estonia		Lithuania		Luxembourg	Total	
	2022	2021	2022	2021	2022	2021	2022	2021	2022 ²⁾	2021	2022	2022	2021 ³⁾
EPRA: Waste-Abs													
Reused, recycled and recovered	581	601	57	31	38	16	39	38	33	16	22	769	701
Composted	305	280	20	14	13	0	13	26	15	0	2	368	320
Specially treated	8	32	14	9	12	5	0	0	0	0	1	34	46
Incinerated with energy recovery	522	512	82	75	110	56	216	203	191	399	62	1,183	1,245
Landfilled	0	0	0	0	0	0	61	109	0	0	0	61	109
Total	1,416	1,425	172	130	173	76	329	376	239	415	87	2,416	2,422
Recycling Rate %	100%	100%	100%	100%	100%	100%	81%	71%	100%	100%	100%	97%	95%
Waste Amount per Person (kg/FTE)	54	52	46	38	54	33	46	54	38	85	53	50	52

1) On one campus in Sweden, part of the customer data is missing (due to a customer's own contract). In 2021, a larger share of data was missing. FTEs are not adjusted respectively.

2) Due to a service provider's reporting system update, the data delivered to Technopolis is incomplete. The data will be complemented in the 2023 report. FTEs are not adjusted respectively.

3) Total 2021 excludes St. Petersburg campus (divested in 2021).

Inclusion of the restaurant waste varies between campuses, as the majority of the restaurants have their own waste handling contracts.

Hazardous waste is reported under the 'Specially treated' category (the row equals the amount of hazardous waste). The rest of the categories are non-hazardous waste.

CASE

Improving recycling on customer premises

In late 2020 Technopolis started a development project in Finland with a service provider to improve recycling on customer premises. The goal was to take recycling to the next level, and we succeeded in reaching that goal: in 2019 our material recycling rate (EU recycling rate, not including incineration) in Finland was about 40% and at the end of 2022, the recycling rate was already 63%. This figure is well above the EU-level target of 55% by the year 2025.

Here are a few of the actions we have taken to increase waste recycling on all Finnish campuses:

- Additional bins for new waste fractions placed in kitchens
- Mixed waste bins next to work desks collected and removed from customer premises
- Recycling instructions put on display to encourage and help recycling
- Marketing and communications on recycling implemented towards customers

After the development project, we have continued to support our customers in recycling, for example, with communications and guidance.



SOCIAL

HEALTHY & PRODUCTIVE PEOPLE

WE ALWAYS PUT THE CUSTOMER FIRST

Health and wellbeing – Services for customers

The work-life balance of our customer companies benefits from access to our on-site shared services, including high-quality restaurants, fitness studios, networking events, and even family movie days. Many Technopolis campuses include gyms as well as bicycle parking areas and shower facilities that encourage people to exercise on their way to work. On some of our campuses, we arrange different sports classes such as yoga for the employees of our customer companies.

We develop new concepts to address customer needs and workplace megatrends, and promote wellbeing and enable new ways of working. In 2022 Technopolis launched its Office Zones concept, which offers businesses a new, flexible way to design needs-oriented office spaces that take into account employees' wishes and needs.

We want to promote the holistic wellbeing of companies and their employees. We partner with vendors to provide greenery, acoustic, design, and lighting planning to offices. We also offers a great variety of ergonomic furniture and other products that support wellbeing and meet people's special needs at the workplace or the home office.

Technopolis has taken steps to find new ways to develop customer wellbeing and productivity, including feasibility studies of WELL certification and similar frameworks. In 2022, we did not carry out certification processes in this area, but we developed our workspace solution services and concepts to match the trend better.



All needed services are available with an extremely helpful staff. I like the atmosphere with other services in the premises as well: lunch restaurants, hairdresser, massage, car wash etc. Technopolis has been supporting current and previous business needs flexibly and promptly. The overall price / value ratio is very good."

- Otaniemi, Helsinki Metropolitan Area

Healthy food & environmentally friendly practices

We believe that good food is linked to good work performance, health, and wellbeing. Technopolis provides its customers and visitors with a menu in restaurants that is varied, healthy, and of high quality. It is important that our menus have alternatives for all guests with different backgrounds, including those from different cultures and those with food allergies. Restaurant partners use seasonal ingredients, organic and local products as much as possible and there are daily vegetarian and vegan options in all-day offers. Technopolis dining areas and coffee shops are designed to be social meeting places that offer an oasis in the middle of the workday.

Technopolis' restaurant partners must demonstrate a serious approach to environmental responsibility, which has to be reflected in the choices they make. Regardless of the catering concept, all disposable service items must be made of organic materials and individually packaged food and portion packs should be avoided. Restaurants are required to follow applicable waste handling and goods supply sorting rules. All bottles sold must be part of a recycling scheme and restaurant partners need to collect bio-waste separately. Partners also need to have a program for reducing food waste at the restaurant.

Activity in communities

- Technopolis' unique community spirit

Technopolis is a lively community of more than 48,000 people working on its campuses during 2022. A growing independent community has formed around one or two anchor customers on each campus, allowing customers to find new customers and partners within the community. Following the expansion of the Technopolis network over the years, opportunities for finding customers and business partners have grown from campuses to new cities and countries.

- The locations of the campuses are tailored for great networking and collaboration opportunities in the surrounding community.
- The customer base on the campuses is versatile (size, industry, growth phase), ensuring great potential for collaboration and promotion.
- Spaces are designed for intentional and unintentional encounters.
- During a normal year, Technopolis organizes about 200 business and informal events, with thousands of participants, helping our customers to network within their communities.

Technopolis offers business environments that operate smoothly, even 24 hours a day. Technopolis promotes a sense of community on its campuses by arranging various networking events. The purpose of the events is simply to generate real-life engagement. Events provide an opportunity for prospects and customers to meet with Technopolis and each other. Most of Technopolis' events are hybrid events so that they are easy for everyone to attend and answer to the current needs and trends.

Customer experience at the core

- Extensive real-time surveying all year around

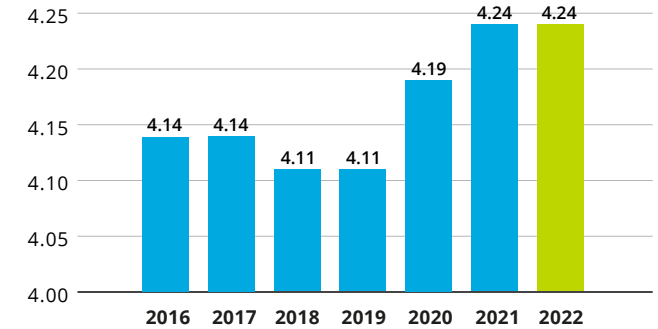
Customers are Technopolis' key stakeholder group, and all our operations aim at continuity and improving our customer satisfaction. We measure customer satisfaction in real time using various channels, digital and face-to-face. We collect feedback from several levels of contacts throughout the year, including decision makers and day-to-day contact persons. We monitor results through real-time dashboards which enables us to react to the feedback efficiently. We incorporate the results in our decision making and the development of our operations and services.

Technopolis Customer Satisfaction Survey

We measure all critical touchpoints along the customer journey. Through our extensive surveying and continuous work, our customer satisfaction has improved over the years.

- Customer satisfaction is our number one priority.
- Customer satisfaction score (on scale 1 to 5) 2022: score 4.24/5.00
- NPS (net promoter score) 2022: 41.15 (on a scale of -100 to +100)

Customer satisfaction



Location is a real asset for us in recruitment. Collaboration with other companies and organizations was started quickly as Technopolis was an integral part of the Tampere ecosystem."

- Hermia, Tampere

HEALTH, SAFETY, AND ACCESSIBILITY OF BUILDINGS

Strategic locations and advanced monitoring

Technopolis supports the productivity and comfort of its customers and customer personnel through the health, safety, and accessibility of its office campuses.

In new construction projects, we have strict targets for purity class and indoor air quality. We invest in the quality of indoor air through air volumes, filter choices, CO₂ monitoring of multi-user premises, and construction-time purity control. Attention is paid to choosing low-emission materials, as well as to the amount of daylight and the thermal comfort of the premises.

We put a lot of effort into ensuring healthy indoor air quality and thermal comfort. We examine them through technical monitoring, and we regularly measure our customers' satisfaction in the indoor air on all our campuses. We automatically monitor indoor temperatures and in the case of conference rooms in new buildings, also the amount of carbon dioxide. In 2022 we piloted wider use of IoT sensors on our premises. We respond to feedback on a customer-specific basis.

Our campuses are strategically located within the communities they serve to allow for maximum ease of accessibility. Many of our campuses have been developed on a theme, by proximity to the airport, the city centre, or institutions of higher education. Flexibility is our business, and accessibility is essential for our success.

Customers and Technopolis employees who arrive by car have access to generous secure car parking facilities with automated entry systems. There are altogether over 900 electric car charging stations available on our campuses. In addition, there are extensive bicycle parking spaces available on all our campuses, as well as storage facilities and locker rooms with showers.

Safety and accessibility are ensured in the design phase of all new Technopolis construction projects. Attention is paid, for example, to local regulations concerning bathrooms and parking spaces for disabled people, wheelchair ramps, and fire and rescue regulations, as well as regular updates of rescue plans. Our partners are required to operate in accordance with our occupational safety regulations.

The service companies' agreements and their bonus and sanction models include a KPI on the indoor environment quality and the results of our customer satisfaction survey as one of the KPIs related to environmental management.

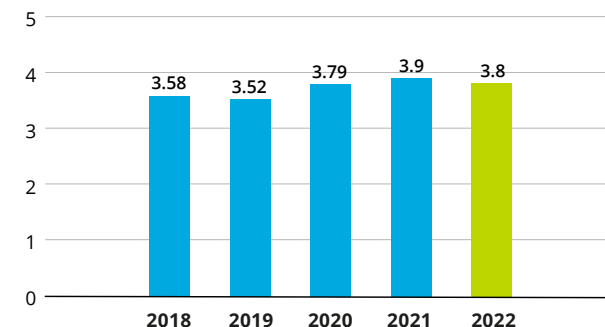
Indoor air satisfaction is surveyed on our campuses as part of our constantly running customer survey. Satisfaction is indicated on a scale of 1 to 5. In 2022, the respondents' average score for indoor air quality was 3.8.

CASE

Chemical-free cleaning

Advanced chemical-free cleaning is in use in three Business Units located in Finland. Our cleaning service partner in Finland, ISS Services, uses ultra-clean water which is chemical-free, in maintenance cleaning. Chemical-free cleaning is environmentally friendly and safe for the users of the premises and the professionals who keep the spaces clean.

Indoor air satisfaction





EMPLOYEE CULTURE & WELLBEING

Inclusive and driven employee culture

Technopolis is proud of the inclusive and driven culture that it has nurtured since its operations began in 1982. As an outward-facing and forward-thinking business committed to delivering best-in-class customer service across multiple countries and cultures, we make sure that our people are representatives of the communities that we serve.

We acknowledge that the key to our success and company culture is having the right talent in the right positions. When hiring new employees, we pay extra attention to finding people who are committed to working towards our strategic goals and who truly share our values – Drive, Service, Integrity and Adaptability. Most open positions are advertised on our intranet and Teams, giving all current employees the possibility to apply. We are proud of the diverse development opportunities and career paths that we have been able to offer to our employees through internal recruitment.

During 2022 we organized several trainings for our employees to support sales, customer service, leadership, and use of different systems. In addition to our internal training and coaching sessions, many of our employees took part in different webinars and online training outside of the company. We also continue to use and develop our own e-learning portal, which we use for mandatory trainings and new employee induction.

Satisfied and motivated employees are at the core of our business, and therefore we measure employee job satisfaction with a pulse survey on a quarterly basis and with a larger employee survey every year. In 2022 we continued conducting the larger employee survey with Siqni, in which employees select five factors that are most meaningful for them and then explain how they are fulfilled and how they should be fulfilled at Technopolis. This employee insight enables us to identify and focus on the development areas that have the biggest impact on our employee experience and engagement.

In addition to the employee surveys, an anti-discrimination and equality survey is also conducted annually. Technopolis will continue to maintain a zero-tolerance policy towards discrimination, bullying and sexual harassment.

Health and wellbeing

As a flexible office provider, Technopolis is committed to the wellbeing of our employees and our customers. To have a fully functioning and highly motivated team in place, we pay specific attention to the wellbeing of our employees. Work at Technopolis consists mainly of office and reception service work. Our sick leave percentages remained low on average and there is no specific risk of physical occupational accidents. We offer all employees occupational healthcare or healthcare insurance as well as different sports and culture opportunities.



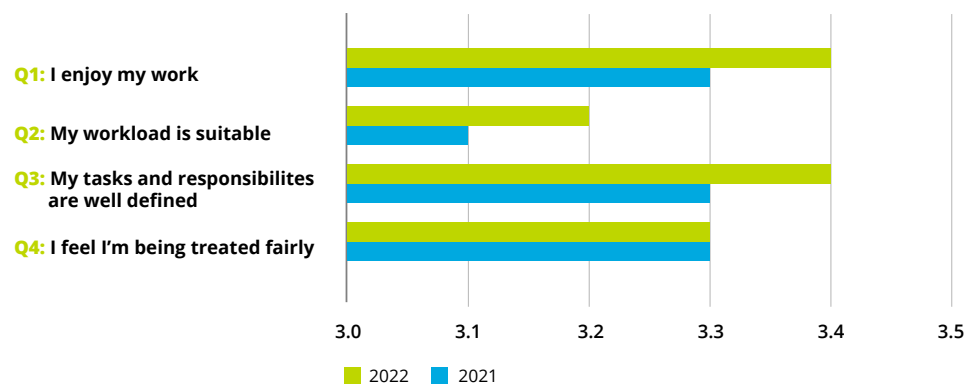
Technopolis
employees can spend
two work days a year in
charity work.

Personnel key figures

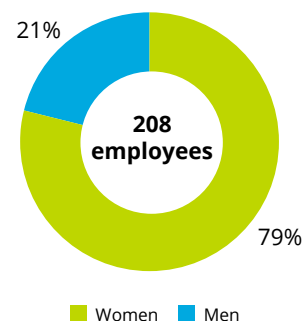
	2022	2021
Total number of employees 31 December	208	200
Active	187	188
On long leave	21	12
Employees by country 31 December		
Finland	142	139
Norway	12	12
Sweden	6	5
Estonia	21	20
Lithuania	25	22
Luxembourg	2	2
Employment type 31 December		
Permanent employees/Fixed-term employees, %	95/5	93/7
Female/male percentage of fix-term work	83/17	92/8
Full-time employees/Part-time employees, %	98/2	97/3
Female/male percentage of part-time work	100/0	80/20
Gender ratio, female/male	2022	2021
All employees, 31 December	79/21	78/22
GMT	40/60	33/67
Senior management	0/100	0/100
Middle management	63/37	60/40
Specialists	93/7	93/7
Other employees	95/5	97/3
Years at Technopolis	2022	2021
Percentage of personnel 31 December		
Less than 2 years	30	21
2 years - less than 5 years	21	29
5 years - less than 15 years	39	40
At least 15 years	10	10

	2022	2021
Employee turnover during the year		
New contracts including short-time substitutions, total	40	34
New employees of the total personnel, %	19	17
Employees leaving Technopolis, including short-time substitutions, total	40	32
Turnover rate, %	20	17

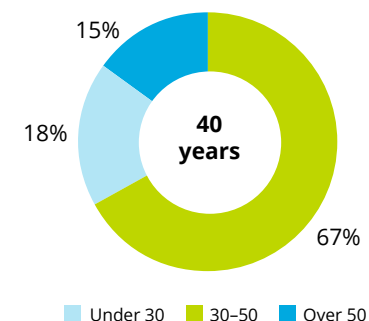
Personnel feeling scale (on a scale of 1-4)



Gender distribution



Average age



VALUES AND ETHICS AS FOUNDATION

Management of sustainability

At Technopolis, sustainability activities are coordinated by our Sustainability Manager. The measures taken are distributed by function among Real Estate & Concept Development, HR & Legal, Finance & Accounting, Marketing, and at business unit level. The Group Management Team monitors the achievement of the sustainability targets. We continuously monitor and develop the policies that guide our sustainability. The Group Management Team and Board of Directors are responsible for ratifying Technopolis' group-wide policies.

Responsibility in the supply chain – Code of Conduct lays the foundation for our operations

Technopolis' Code of Conduct forms the basis of the sustainability of the company's business operations, environmental affairs and employee and stakeholder relations. The Code of Conduct is followed by all Technopolis functions, and each employee is expected to adopt and commit to the ethical principles presented in the Code of Conduct. With the Supplier Code of Conduct, Technopolis aims to ensure that its suppliers and other partners comply with the Code of Conduct and the same quality requirements as Technopolis.

Code of Conduct training

Every employee reviews the Code of Conduct for employees and the reporting channels available in case of breaches, as a mandatory part of their induction process. The Code of Conduct e-learning program helps employees familiarize themselves with the topic. The tool is designed to make the training as practical and close to employees' everyday lives as possible.

Procurement

Technopolis' suppliers are expected to review the Supplier Code of Conduct and reporting procedures to the extent presented in the document and as attachments in agreements, and to comply with them as part of the cooperation, both in terms of ethical choices and environmental friendliness. The Supplier Code of Conduct is of paramount importance to Technopolis when commencing or continuing business relationships. Technopolis aims, within the scope of its influence, to ensure that its suppliers and other partners comply with the Supplier Code of Conduct and the same quality requirements as Technopolis, as well as laws and regulations in force. The Supplier Code of Conduct is attached to cooperation agreements whose annual total value exceeds EUR 50,000.

Technopolis does not accept the use of child or forced labor in its own or its partners' operations. As Technopolis operates in the real estate business, the risks of child and forced labor are considered minor, and no specific preventive measures have been taken in this regard.

Anti-corruption

The Code of Conduct specifies that Technopolis and its employees are not allowed to pay, offer to pay, or receive bribes or illegal payments. Technopolis and its employees also do not offer any other undue personal benefits in order to promote or maintain the company's business or otherwise aim to influence the objective decision-making of the authorities, partners, or customers. Technopolis employees may not pursue personal gain from their relationship with the company's customers or partners.

Compliance with laws and regulations

Technopolis complies with good corporate governance, laws and other regulations pertaining to its business or the company's operations. No fines or other penalties have been imposed on Technopolis for non-compliance with laws and regulations regarding business operations, marketing, provisions, use of products and services in marketing, or breach of environmental legislation and regulations. Technopolis has not been a party to any legal proceedings related to restriction of competition or misuse of monopolistic position, and therefore no related actions have been taken.

Memberships

Technopolis is a member of Green Building Council Finland and a member of RAKLI (the Finnish Association of Building Owners and Construction Clients).

Approved external agreements and principles

Technopolis has joined with the Finnish energy-efficiency agreement for commercial properties (TETS) for the period 2017–2025. Technopolis has also signed the World Green Building Council's (WorldGBC) Net Zero Carbon Buildings Commitment. In accordance with its Code of Conduct, Technopolis also respects and supports, within its sphere of influence, the principles of the UN Universal Declaration of Human Rights, the ten principles of the Global Compact Initiative, the Convention on the Rights of the Child, and the ILO Declaration on Fundamental Principles and Rights at Work.

ABOUT THIS REPORT & REPORTING PRINCIPLES

This report applies GRI Standards and the latest edition of EPRA Best Practices Recommendations for Sustainability Reporting for the reported environmental calculations. The company's financial period is the calendar year.

Coverage

This report provides detailed information on Technopolis ESG performance in Finland, Lithuania, Estonia, Sweden, Luxembourg and Norway. Share of campus ownership has not been taken into account. Figures from the Gasperich campus in Luxembourg have been added from 01/2020 onwards and the Kista campus in Stockholm from 06/2021 onwards. The denominators used to calculate intensity figures have been adjusted accordingly. Where relevant, campus-specific notes about the data coverage (e.g. exclusions) have been added under the data tables. Unless otherwise stated divested properties are included in the historical environmental data (Technopolis total consumption history data), but not in the personnel data tables.

Normalized consumption

Normalized factors for heating energy are presented alongside actual consumption for campuses in Finland, Norway and in Sweden. Energy intensity figures have been calculated using the normalized consumption in these countries. In carbon-intensity calculation, actual consumptions are used in every country.

Customer electricity

Total energy use is surveyed in order to obtain a comprehensive view of Technopolis' ecological footprint. The consumption includes the consumption in customer spaces as well as technical and common areas. For most of the properties, Technopolis procures the electricity for customer areas. On the Gasperich (Luxembourg) campus, customer electricity is not available to Technopolis, and therefore the data is not included in the report and Gasperich is excluded from the total energy intensity figure of Technopolis. Technopolis also reports on building energy use, which excludes customer electricity, but in addition to common and technical area electricity includes district heating and cooling as well as gas used in all of the areas of the properties. A share of the reported common area electricity is based on estimated consumption.

The carbon dioxide disclosures Scope 1 and 2 are based on the total energy consumption of all the spaces, with the exception that the Gasperich campus' emissions from electricity include only common area electricity.

Estimation

The consumption figures are measured and read remotely or manually. The share of estimated consumption is low, some meters with missing periods have been completed using known consumption figures from other periods.

Carbon emission calculation method

Technopolis reports both market- and location-based emissions. Market-based CO₂ emission calculations are based on the most recent data provided by local energy companies on their CO₂ effects, and equivalents are always included when available. Location-based CO₂ emission calculations are based on national factors, if available.

Water and waste intensity

With regard to waste and water consumption intensity figures, predominantly the number of users has been estimated based on the number of access cards.



TECHNOPOLIS