



Sustainability report 2021

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This is Hansakortteli's third sustainability report. The report has been prepared by EcoReal Oy in cooperation with Hansakortteli. For more information on Hansakortteli's sustainability, contact Timo Palviainen, Director of Shopping Centers, timo.palviainen@hansakortteli.fi

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WELL-BEING FOR THE COMMUNITY

60 hours / person

training hours of staff

9,6 million

visitors

37 NPS-survey

satisfaction of tenants

SUSTAINABLE ACTS

100 %

green electricity

64 %

recycling rate

2 704 tCO₂e

carbon footprint

ADDED VALUE PROFITABLY

13,4 M€

revenue

7,7 %

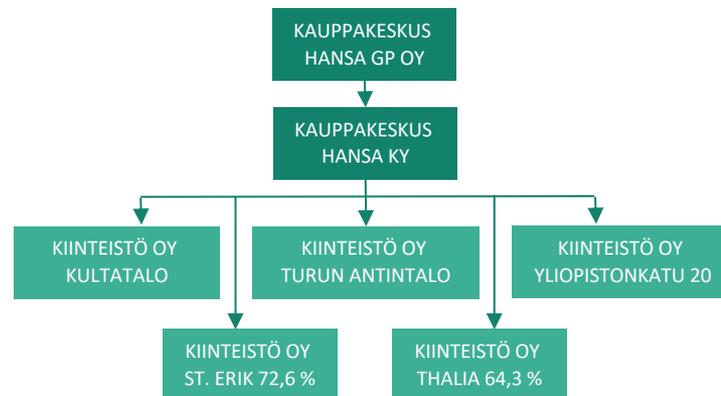
financial vacancy rate

47 person years

employment impact of the investment

Hansakortteli is the largest shopping center in Turku and the 8th largest in Finland in terms of number of visitors. Hansakortteli is located right in the center of Turku, on the edge of the market square. Hansakortteli has almost 200 lease contracts with companies in various industries, and within the shopping center is fashion, electronics and interior design stores, a pharmacy, health services and numerous restaurants and cafes. The leasable area is approximately 39 000 m². The number of visitors in 2021 was 9.6 million and sales were about 195 million €.

The shopping center consists of five properties, which are mainly owned by Kauppakeskus Hansa Ky. Ky's partners are Veritas Pension Insurance Company, Åbo Akademi University Foundation and Elo Mutual Pension Insurance Company. The fair value of the properties is approximately 180 million €. The Hansa Ky shopping center is managed by Exilion Management Oy.



The information provided in this report applies to properties owned by the Shopping centre Hansa Ky Group. Part-owned properties are reported to the extent managed by the Group. Two properties belonging to Hansakortteli are owned by others and have not been taken into account in this report. The Hansa Ky Group is described above.

The world is constantly changing, and identifying the forces of change that affect the operating environment will help us to anticipate and shape our own actions as needed. Our operating environment is affected by several megatrends, the impact of which we have analyzed on this page and in particular in our sustainability program. Megatrends have also progressed in the middle of the corona pandemic, with the trade revolution and digitalisation in particular accelerating.

TRADE REVOLUTION

The structure of the trade sector is changing in the direction of services. We need to offer more than just commercial spaces, look for new possibilities based on enjoyment and experientialism. Lease contract models will change from square-related to services or other. It is important to provide a variety of services that support changing commerce, such as e-commerce and second-hand. The need for small business premises is growing.

DIGITALISATION

The provision of transactions and services through different channels, regardless of equipment and time, is emphasized. Customer analysis is accelerating and its importance is increasing, which enables different ways of analyzing data. Ability to better target supply and services.



CLIMATE CHANGE

The importance of energy efficiency and the use of renewable energy in buildings is increasing. The changing climate will affect the maintenance of the property portfolio, for example as a result of increased rainfall. Climate change is affecting the operations and selection of shops and restaurants.

SUSTAINABLE DEVELOPMENT

The importance of sustainable practices will increase in the near future. The operation is expected to develop continuously and provide innovative solutions, for example in terms of energy efficiency. In cities, mobility on public transport and bicycles are increasing and need to be supported.

COMMUNALITY

An operator such as a shopping center has the opportunity and obligation to be involved in promoting community spirit. This is done in different ways, such as by providing supply to different actors, including non-commercial ones. For the third sector, we offer opportunities for visibility and marketing of their operations in the shopping center's premises. Charity cooperation is carried out with the City of Turku, for example, in youth activities.

The year 2021 was exceptional due to the ongoing coronavirus pandemic. Hansakortteli aimed to help its tenants to survive the year while focusing on the future and the sustainability goals. During the year, the number of our employees increased by one and our staff trained hardworkingly. The Hansa people went through the past year together and brought up memorable achievements.

BREEAM IN-USE -CERTIFICATE

We received BREEAM IN-USE -certificate on the premises side. The certification went well, and the measures related to the certification were implemented and carried out together. This included, for example, the establishment of a green yard and terrace, a bicycle park and various technical building projects. The bicycle parks that have come with the certificate for all Hansakortteli employees have encouraged them to exercise and increased their well-being. Now, in addition to light traffic connections, the staff has good and safe storage facilities for their bikes.

SOCIAL RESPONSIBILITY

The past year has been difficult for restaurants and cafes, so the free food deliveries, offered by Hansakortteli, through Wolt during the campaign managed to make it easier for restaurants to keep their business running. In addition, we aimed to take into account that our operations have good operating conditions. One significant measure was free rents during the coronavirus blockade. In addition, we were flexible in opening hours, for example. In this way, we aimed to support our tenants during exceptional times.

As an employer, Hansakortteli received special praise for its great attitude towards parental, family and study leaves. The study leave was implemented through adult education support, in which case the employer grants study leave. Despite the period of absence, we kept in touch and all attended Christmas party together, for example.

The discussion highlighted the Hope-fundraisings that have been successful. Last August we did a backpack collection and at Christmas we organised a gift collection for the poor. The fundraisers are a concrete and visible deed at Hansa, which also highlight the responsibility and community spirit of our tenants.

SAFETY

An exceptional year was also seen in young people, and we noticed that there were more different types of unwanted behavior among young people than before. We networked with various actors and authorities to better respond to this situation. A follow-up to the space for youth was agreed, and we have identified that it is as an important way to tackle young people's problems early.

We were involved in planning and implementing a safety training day for the core business of the association's member shops. For the first time, a joint training day was held. Hansakortteli offered its tenants and partners participation in the training day. During the training day, the participants found it particularly good that they were able to meet other actors in the city center during the training. In connection with the training day, a security-related mini-fair was also held at Hansatori, where the partners who participated in the implementation of the training day were present. Safety training has been provided for staff in the Hansakortteli for a long time.

GLIMPSE OF THE FUTURE

In the coming years, we will explore the possibility of energy self-sufficiency through our own production. In addition, we will further increase the recycling rate and pay more attention to environmental issues in procurement. There are also ideas for urban farming testing in the green yard and organizing new events.

One of the goals is to bring the center of Turku back to its glory. The soon-to-be-completed renovation will create new circumstances for customers, influence and cooperation. It is important to communicate to customers that they can come to the city center and Hansa in good spirits. There are also plans to hold a party for the entire Hansa staff to replace last year's cancellation.

In summary, we can say that it is important to be able to develop, network and pursue ever-increasing sustainability goals, without forgetting to ensure a safe environment for customers and staff.

The United Nations Sustainable Development Goals (SDGs) are a global program of action (Agenda 2030) to erase world poverty, combat inequality and combat with climate change. The targets came into effect in early 2016.



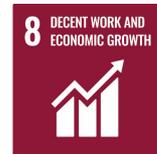
We are committed to supporting all 17 UN Sustainable Development Goals in our sustainability work. In addition, we have identified five key objectives for our operations and stakeholders:

- Health and well-being
- Decent work and economic growth
- Sustainable cities and communities
- Sustainable consumption
- Climate actions



Ensure healthy lives and promote well-being for all at all ages.

- Ensuring the security experienced by customers and staff.
- Ensuring the safety and health of properties.
- We take care of well-being of staff.



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

- Profitable investment of pension assets.
- Maintaining jobs both in our own operations and with tenants and other partners.



Make cities and human settlements inclusive, safe, resilient and sustainable.

- Supporting community spirit.
- Protected buildings are taken care of.
- Ensuring the sustainability of construction.
- Providing innovative space solutions.



Ensure sustainable consumption and production patterns

- Provide tenants with the opportunity to operate sustainably on their premises.
- The location and good accessibility of the facilities reduce the climate emissions of mobility.



Take urgent action to combat climate change and production patterns

- Keeping the energy efficiency of properties at a good level.
- Renewable energy is used.

We are in regular contact with our stakeholders. We take the expectations and wishes of our stakeholders into account in our day-to-day operations; in addition to which we are constantly working with our stakeholders to develop sustainability. Open dialogue and transparency strengthen mutual trust. The key expectations and concerns of the stakeholders we have identified, as well as our responses to them, are summarized on this page.



We have identified three sustainability themes and nine sustainability aspects that will be addressed in this report. These themes and aspects have been identified as the most important in Hansakortteli's sustainability work and stakeholder cooperation. The longer-term sustainability goals defined for these themes and aspects are listed on the next page. In this report, we review how our sustainability work progressed in 2021 and how well we achieved our goals. We actively monitor the progress of sustainability work and the achievement of the goals, and we report on the progress annually.

WELL-BEING FOR THE COMMUNITY



The **well-being** of Hansakortteli's staff is **taken care** of by providing comfortable and safe facilities and a fair and development-friendly work environment. We maintain **customer satisfaction** by developing new spaces and events that support community. **We support the business and competitiveness** of our tenants with innovative and supportive space solutions.

SUSTAINABLE ACTS



In our operations, we aim to use resources efficiently **by saving energy and recycling materials**. Construction and renovation are handled sustainably with responsible partners. Our goal is to be a carbon-neutral shopping center by 2025.

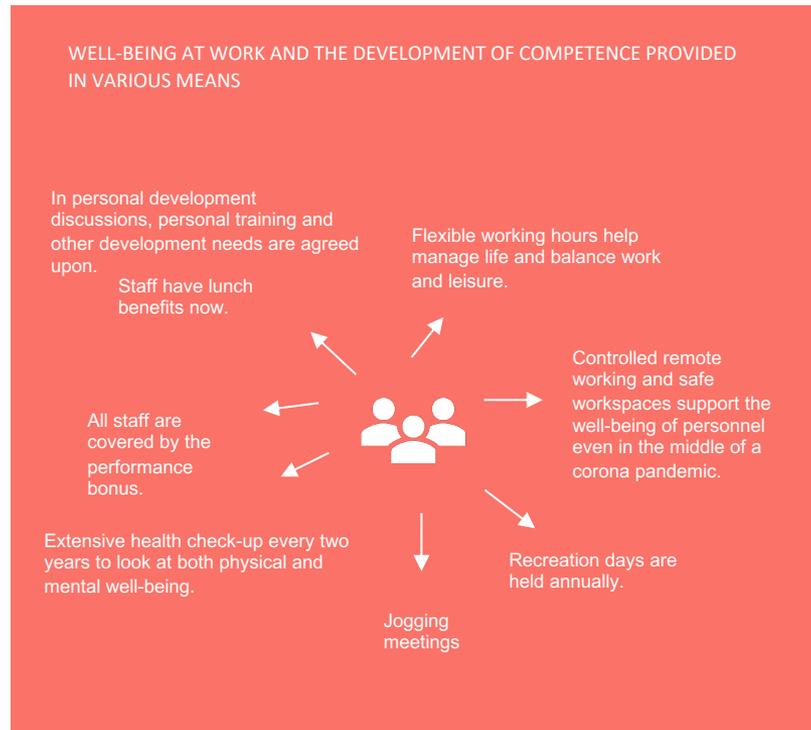
ADDED VALUE PROFITABLY



Hansakortteli offers **its owners a profitable investment** that generates e.g. stable return on Finnish pension assets. We enable the growth of our tenants 'and partners' operations and their local employment impact by consistently taking care of our profitability. We produce the common good by taking care of protected buildings and supporting charity.

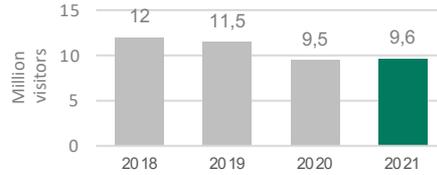
THEME	PROMISE 2030	VIEWPOINT	GOALS FOR THE FUTURE
WELL-BEING FOR THE COMMUNITY	The best and most sustainable shopping center in Southwest Finland	Well-being of staff	<ul style="list-style-type: none"> • Staff training hours over 80 h / year • At least 2 recreational events per year • Staff are encouraged to exercise
		Satisfaction of costumers	<ul style="list-style-type: none"> • Staying of the visitors > 15% / year • Restoring the number of visitors to the same level as before the corona pandemic and downtown renovation work • Participating in consumer surveys and monitoring the results 3 times a year and setting more specific goals for the results
		Sustainability and satisfaction of tenants	<ul style="list-style-type: none"> • Presentation of the sustainability program and report as part of the introduction • Tenant survey NPS number over 45 • Response time for error messages less than 24 h • Closer follow-up of bug reports and service feedback • Regular occasions and events for tenants to promote sustainability work
SUSTAINABLE ACTS	Carbon handprint positive	Reduction of consumption	<ul style="list-style-type: none"> • Decrease in heat and water consumption and development of utilization rates in different premises • Lighting adjustments consider energy efficiency • Separate measurements of consumption from all tenants separately and aggregation of consumption into one system
		Carbon neutral shopping center by the year 2025	<ul style="list-style-type: none"> • Reducing emissions from procurement will be explored • Investigate the possibility of own renewable energy sources • Develop a target for the carbon footprint • Connecting automation to demand elasticity (helps in energy transition)
		Waste management and recycling	<ul style="list-style-type: none"> • The target for the material recycling rate for 2022 is 68 %, for 2025 it is 73 % • Improving the infrastructure and physical surroundings of waste management and developing circular economy • Maintaining a good level (BREEAM Very Good) • Increasing consumers' circular economy knowledge
ADDED VALUE PROFITABLY	A sustainable social influencer	Stable investment for the owners	<ul style="list-style-type: none"> • Increasing turnover • Economic vacancy rate < 4.5 %
		Sustainable procurements	<ul style="list-style-type: none"> • The procurement sustainability criteria and principles are followed and continuously developed
		We produce the common good	<ul style="list-style-type: none"> • Achieve the numbers of previous years in organizing events • Continue to run charity campaigns

In 2021, Hansakortteli had five full-time employees - a shopping center manager and assistant, a property manager, a marketing manager and a safety and quality manager. The staff consisted of two women and three men. The number of our employees increased by one. One member of our staff took maternity leave and study leave the previous year. In addition, during 2021, we had two marketing trainees from University of Applied Sciences completing a three-month internship as part of their studies. Due to the small number of staff, the discussion connection works well and it is easy to raise issues in mind. The staff are continuously trained and in 2021 a **total of about 270 training hours** were accumulated. In 2021, we also changed our occupational health company, and today our personnel are served by **Aava Terveyspalvelut**, which operates in Hansakortteli.



The satisfaction of customers and visitors of the shopping center is assessed by monitoring the number of visitors and the length of the stay. The number of visitors has been declining in recent years due to renovation work in Hansakortteli and the center of Turku, the temporary location of public transport and corona pandemic. In 2021, visitor numbers remained the same due to the protracted corona pandemic. We expect the number of visitors to rise closer to normal this year. However, the changes in the number of visitors are in line with other players in the industry.

In 2021, the visitors of Hansakortteli has remained the same due to corona pandemic.



Increasing visitor staying time is a general trend in the industry that is being addressed. Hansakortteli has aimed to influence this by increasing more than just commercial offerings, such as art exhibitions and various events open to all, and by developing amenity areas. As corona restrictions eased, we were able to host some public events such as the Arts Night, the Hansailmiö (Hansa phenomenon) campaign and a Saint Lucia procession. **The overall stay has continued to fall by almost 3 %** compared to the previous year. In addition, an individual customer spent less time at Hansakortteli. **The average customer visit time in 2021 decreased by 2 %** compared to 2020. The decline is due to the continued coronavirus pandemic and the increase in take-away sales.

Direct customer feedback from customers is available through the information point and website, on social media and by e-mail. Feedback comes regularly several times a week. In 2021, customer feedback has come from those concerned about the corona situation, parallel park benefits and the use of a gift card. All customer feedback is always responded to as quickly as possible.

CASE

HANSAKORTELEI X WOLT

As the coronavirus period lengthened, we wanted to be helping our entrepreneurs through a difficult time. That's why we ran a campaign during which we offered free home deliveries through Wolt. Hansakortteli x Wolt became very popular, which is why we extended the length of the campaign. In total, we sponsored around 15 000 € in free transports. This helped several of our restaurants and cafes keep operations running amid closures.

LUNCH PASS CAMPAIGN

We launched our own lunch pass, with which customers received every fifth lunch for free. The cards were available at Food Court restaurants and were distributed in a limited edition. The cards were valid until the end of the year.



HANSAILMIÖ

Hansamania is now Hansailmiö. Hansailmiö is an event that is a greater experience for its visitors, offering the desired urban culture. The event has been developed based on feedback. In the planning, we have taken into account the wishes of a total of 500 people living in the Turku economic area. The feedback specifically called for the promotion of recycling and responsible consumption, which has been taken into account in the event.

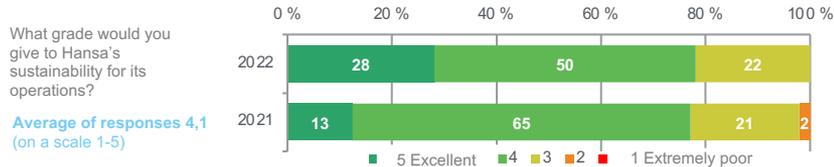
Satisfaction of tenants is monitored through a tenant survey annually. The online survey examines tenants' opinions regarding the shopping centre's management, marketing and communications, services and own premises. In addition, we ask for a willingness to recommend. The overall satisfaction of tenants in 2022 was slightly below the comparison average. Looking at the overall satisfaction of tenants by sub-sector, the most to be developed is in marketing, communications and services. There have been positive developments in overall satisfaction with the shopping center management and the company's own business premises and their conditions. The most significant positive change has taken place in satisfaction with the shopping centre's opening hours and customer parking.

Satisfaction with the shopping center management during the coronavirus pandemic receives significantly better grades from tenants than in the previous year. Satisfaction with the shopping centres's opening hours and understanding of tenant operations has risen most clearly.

The survey had a focus on responsibility, based on which **Hansakortteli's sustainability** improved from the previous year, still at a **good level** (rating 4.1/5). Tenants still consider sustainability aspects important. The view on the sustainability of Hansa's operations has improved since the last.

The tenant survey has also asked about the willingness to recommend, which is measured by the **NPS recommendation index**. NPS tells how likely Hansakortteli would be recommended in the future as a partner or lessor. In the 2022 survey, the recommendation index was 37, compared to 22 and 44 in previous years. The number of active referrers was also 54 % higher than in the comparison data (46 %).

Policies for the advising the tenants have been developed in conjunction with the shopping centre's security manager. An orientation and entry discussion will be held with the new tenants, where safety, movement, recycling and other instructions will be reviewed. Security days and information sessions are regularly organized for the shopping centre's tenants, and the most important instructions are compiled in the Shopping Centre's operator's manual. Tenants also have access to an intra, named Pelsu, where they can find safety and recycling instructions, marketing information, important forms, and other real estate issues.



CASE

CHOOSE WITH THE HEART –CONCEPT NOW ALSO IN HANSAKORTTELI

The Choose with the Heart -concept expanded to offer its services to Hansakortteli's entrepreneurs as well. The new business model enables consumers to have a more responsible shopping experience, and offers affiliates a new kind of new customer acquisition channel. Choose with the heart is a fundraiser for Finnish NGOs. Some of the purchases made through it are directed to the charity selected by the customer.



Hansakortteli in brief



CASE

SUSTAINABLE TENANTS

Partioaitta in Hansakortteli had several recycling campaigns during the year. The already familiar homeless night coat collection was held again this year. However, due to the uncommon year, the jackets were distributed throughout the fall and winter. The campaign is important for the thousands of homeless people living in Finland. A warm, intact and clean coat was allowed to be given to the charity.

In addition, Partioaitta launched a new second hand service at its Tapiola store in Espoo. As a result, the Hansakeskus store also collected camping clothing and equipment in good condition but unnecessary for the owners. The service aims to extend the life of products and encourage more responsible choices.

Sustainability program

Well-being for the community

CASE

POPPARI - SPACE FOR THE YOUTH

Since January 2020, Poppari, space for the youth, has operated in our premises. In the space, young people have the opportunity to meet and spend time with other young people, as well as prepare small snacks, play billiards and PlayStation. There are also tutors on the premises who are available to young people if they need game company, chat support or service guidance. Activities are developed together with young people.



Sustainable acts

Added value profitably

Water, district heating and district cooling are ordered by Hansakortteli for the use of the entire shopping center and billed from tenants. Specific consumption has been calculated for a gross area of 40,334 m².

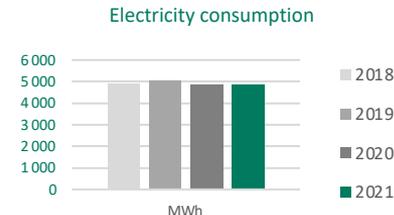
The consumption of building electricity was 4,488 MWh, which makes the specific consumption 111 kWh/m². District heating consumption was 7,063 MWh, converted to specific consumption of 175 kWh/m². District cooling took 2,412 MWh, with a specific consumption of 60 kWh/m².

Hansakortteli has joined the **energy efficiency agreement** already in 2016. The agreement is committed to **reducing energy consumption by 10,5 % by 2025, using 2014 consumption as a benchmark**. During the renovations of recent years, energy efficiency improvements have been made by modernizing automation, ventilation and cooling systems. The renovation project and the coronavirus pandemic have affected energy consumption, which has been variable. The year 2021 was exceptional in many ways, and energy consumption fell to a record low. To make the comparison more accurate, consumption figures for 2021 have been compared to 2018.

Water consumption in restaurants and other high consumption tenants is measured tenant by tenant basis and actual consumption is billed. Water consumption of other tenants is estimated. **The specific water consumption in 2021 was 525 l/m²**. In previous years, water consumption has fluctuated due to the renovation project and the corona pandemic.

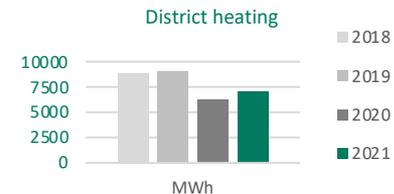
ELECTRICITY CONSUMPTION DECREASED

9 % electricity consumption in buildings compared to 2018



HEAT CONSUMPTION DECREASED

20 % district heating consumption compared to 2018



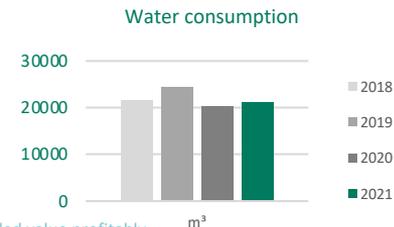
COOLING DECREASED

15 % district cooling compared to 2018



WATER CONSUMPTION DECREASED

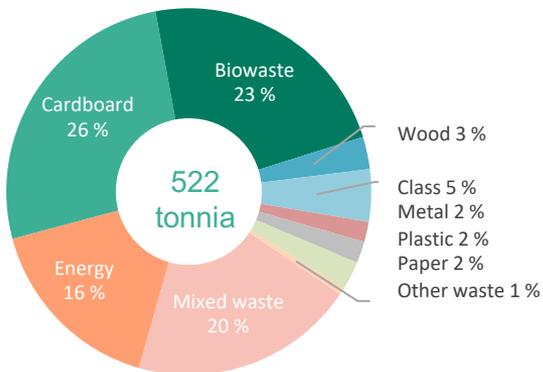
2 % water consumption compared to 2018



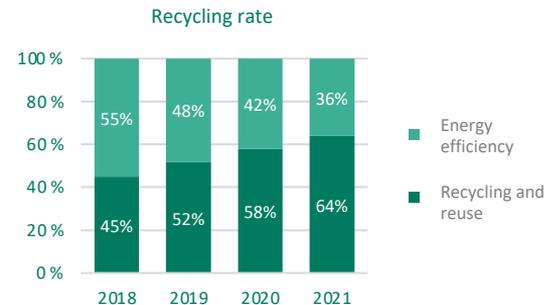
Waste sorting and recycling has been developed in connection with the New Hansa project. **The recycling** rate is greatly affected by the correct **sorting** of fractions, and much has been invested in training and mentoring tenants. Guidance for customers on proper waste sorting has also been improved. At present, almost two thirds of Hansakortteli's waste is recycled and the rest is incinerated for energy recovery. Reusing materials in recycling is the best solution from the point of view of the circular economy, and increasing it is also a goal in Hansakortteli.

In 2021, **14** different waste fractions were collected, of which cardboard was collected the most and biowaste the second. Biowaste also includes food waste from restaurants and kitchens collected and utilized as a by-product, the share of which has increased from the previous year. In 2021, the customer-side biowaste collection of fast food restaurants was started in Hansakortteli as part of **development activities**. **The carbon-neutral waste management** service has been in use since 2020. In the service, Lassila & Tikanoja, who is responsible for waste management, calculates the greenhouse gas emissions caused by the transportation and treatment of waste throughout Hansakortteli, and the emissions are compensated with Gold Standard -certified afforestation projects.

In 2021, **14** different waste fractions were collected. In 2021, a total of **522 tonnes of waste** was generated in the shopping center, of which **100 %** was utilized.



In 2021, the recycling rate increased by 6 percentage points from the previous year. **64 % of the collected waste went to recycling and the rest to energy recovery.**



CASE

CONTINUOUS DEVELOPMENT OF WASTE MANAGEMENT AND RECYCLING

In accordance with the waste hierarchy, we at Hansakortteli strive to prevent the generation of waste and to recycle the generated waste as well as possible. An important part of this work is the continuous monitoring of waste volumes and proportions and the analysis of the data collected. In 2021, we made several development activities, such as starting the collection of new waste fractions. For example, we started collecting plastic and cardboard packaging so that it does not end up in incineration but can be utilized as materials. In addition, we started separate collection of biowaste on the customer

side of fast food restaurants to improve the quality of the energy fraction. We will continue to develop waste management in 2022 and have developed an action plan to support our work. Our goal is to further increase our recycling rate and to develop both the circular economy and consumer awareness of the circular economy. In the coming year, work will be done on, among other things, education, communication and several circular economy experiments. So we are not just content with carbon-neutral waste management, but we are also working to promote the transition to a circular economy.

We have set a carbon neutrality target for Hansakortteli for 2025. Carbon neutrality means that the operation does not emit greenhouse gases into the atmosphere. To achieve this, we reduce emissions by improving the **energy efficiency** of our properties. To support this, we have joined Rakli's Energy Efficiency Agreement, which aims to improve the energy efficiency of our properties by at least 7,5 % by 2025, using 2014 consumption as a benchmark.

In 2021, we switched to using renewable district heating, which, like district cooling, is purchased from Turku Energia. The district cooling produced by Turku Energia is emission-free. In addition to these, we purchase the real estate electricity we use as emission-free wind power from our sister company Exilion Tuuli, and it is produced at the Wind Farm owned by Exilion. **So our energy use in 2021 was completely carbon neutral.** In addition, as in the previous year, our waste management is **carbon neutral**.

A gross area of 40,334 m² has been used to calculate the specific emissions of Hansakortteli's energy consumption. In 2021, **our specific emissions** from electricity, district heating and district cooling **were 0 kg CO₂e/m²**. Typically, the specific energy emissions of shopping centers in Finland are about 35 kg CO₂e/m².

CO₂e emissions from energy consumption of Hansakortteli (Scope 2)

tCO ₂ e / year	2021	2020	2019	Specific emissions 2021 kg CO ₂ e/m ²
Energy	0	0	0	0
District heating	0	984	1431	0
District cooling	0	0	0	0
In total	0	984	1431	0

SPECIFIC ENERGY EMISSIONS DECREASED

100 % compared to 2020

SPECIFIC EMISSIONS OF ENERGY

0 kgCO₂e/m² in 2021

CASE

BREEAM IN-USE -CERTIFICATE

As part of our sustainability work, we constantly strive to reduce our environmental impact. Following the comprehensive assessment, the shopping centre's environmental work was recently awarded the BREEAM In-Use environmental rating. BREEAM is the most widely used construction environmental certification scheme in Europe. We achieved a level of Very Good in the evaluation.

During the certification, the physical properties and environmental friendliness of Hansakortteli's properties were assessed. In addition to these, the evaluation list included technical maintenance procedures, processes, and practices. Energy efficiency systems, waste sorting and recycling options were also examined.

The environmental work we do is concretely visible to customers as a bicycle park, a green terrace, birdhouses and an insect hotel. However, not everything is directly visible to customers. Hansakortteli is now carbon neutral in terms of energy procurement. We achieved this goal faster than we expected and we currently have 100 % renewable electricity generated by wind power. In addition, we have switched to zero-emission district heating. In addition, we actively strive to reduce waste generation and improve waste sorting.

However, this is not the end of our sustainability work, rather the system serves as a practical tool for Hansakeskus, which allows us to further reduce our environmental impact and develop our operations..

We have expanded the calculation limits we use to calculate our carbon footprint from previous years. Often, only emissions under the company's own control and consisting of energy procurement are taken into account in the calculation of emissions from operations. In addition to reducing our own emissions, it is important for us to understand how much emissions our operations indirectly cause. So we have expanded our calculation of indirect emissions, as we want to be at the forefront of comprehensive carbon footprinting. Next, we will also try to include our carbon footprint in terms of movement.

For the first time, purchases such as construction and tenants' electricity consumption have also been taken into account in the calculation of Hansakortteli's carbon footprint. These emissions are included in other indirect emissions (scope 3), where we also take into account emissions from waste management and wastewater treatment. We are not sure about the origin of the energy used by our tenants, so we have calculated its emissions according to the average electricity production in Finland.

In addition, the calculation of the carbon footprint takes into account the emissions caused by the electricity, heating and district cooling we purchased ourselves (scope 2) and the direct emissions of Hansakortteli (scope 1). Hansakortteli has no vehicles of its own or in control, and emissions from traffic have not been included.

With the new calculation limits, our carbon footprint was 2,704 tCO₂e in 2021. Compared to 2020, **our carbon footprint has decreased by 53 %**. When last year's emissions are compared to previous years with consistent limits, our carbon footprint has **decreased by 98.5 % compared to the previous year**. In other words, **the emissions we can directly influence have dropped to zero**. Emissions, which are harder for us to influence, have also been roughly halved. This is due, among other things, to the increase in renewable electricity production at the national level.

FORMATION OF THE CARBON FOOTPRINT IN 2021

OUR CARBON FOOTPRINT

DECREASED BY

53 %

from 2020



Direct emissions
(Emission sources under Hansakortteli's own control)
0 tCO₂e



Indirect emissions of purchased energy:
(electricity, heat, cooling)
0 tCO₂e



Other indirect emissions
(waste management, water consumption, procurement and tenants' electricity consumption)
2 704 tCO₂e

Other indirect CO₂e emissions of Hansakortteli (Scope 3)

tCO ₂ e / year	2021	2020	2019	Change -% from 2019
Emissions from waste management	0	0	263	-100 %
Emissions from water consumption	15	14	17	-13 %
Tenants' electricity consumption	466	847	1045	-55 %
New Hansa -project	0	3434	1697	-100 %
Other construction	951	401	1 421	-33 %
Repairs and installations	958	739	568	+ 69 %
Other purchases	314	298	334	- 6 %
In total	2 704	5714	5345	-49 %

Hansakortteli takes care **of the long-term business sustainability** of its operations. **As a responsible, well-run and profitable company**, we operate sustainably and transparently.

We offer our owners **a profitable investment** that produces e.g. stable return on Finnish pension assets. We also generate financial benefits for our other stakeholders, such as personnel, service providers and the government, and enable our tenants to operate profitably.

The figures given in this report correspond to the figures for the Hansa Ky Group. They do not include the properties of KOy Yliopistonkatu 22 / KEVA and Kauppatorin Kiinteistö Oy / Nurm, which are not owned by the Group. In the case of partly owned properties (Kiinteistö Oy St. Erik and Kiinteistö Oy Thalia), the holding has been taken into account in the figures.



Our revenue (13,4 million €) mainly consist of rental income (99 %). Other significant incoming cash flows are Hansan Yrittäjät Ry's membership fee invoicing and Turku Hansakortteli Oy's consideration invoicing.

The largest expenses consist of **property maintenance and upkeep costs** (3,5 million €). Annual tenant changes were made in the amount of 2 million € in 2021, which increased from the previous year (1,2 million €). Maintenance investments in accordance with the PTS plan were approximately 0,5 million € in 2021, a decrease from the previous year (1 000 000 €).

The vacancy rate of the shopping center increased in 2021 to 7,7 % (6,4 %). According to KTI Kiinteistötieto Oy's statistics, the average occupancy rate of shopping centers in Finland is over 93 %, which is also Hansa's ongoing goal.

Hansakortteli procures services, materials and energy related to property maintenance and upkeep. The major single acquisition in recent years has been the New Hansa project, which has employed construction and building professionals for three years. Acquisitions are mainly divided into ongoing contracts (cleaning, waste management, security services) and individual procurements (tenant changes, real estate development projects). The acquisitions have a significant local employment impact through acquisitions, in addition to which acquisitions have **a significant direct impact on the local economy**. The employment impact of the investments was 47 person years. The figure has been calculated according to the estimates of Rakennusteollisuus RT.

The principles of sustainability guide Hansakortteli's purchases. As part of our sustainability operations, we take into account the sustainability of procurement. **The internal Corporate Governance Code** defines responsible decision-making in our day-to-day operations. The guidelines cover, among other things, procurement powers, anti-corruption principles and remuneration schemes.

We require our partners and other contract partners to comply with the Subscriber Liability Act and Reliable Partner membership. In this way, we are promoting the fight against the gray economy, equal competition and compliance with working conditions.

In our own operations, we are committed to adhering to **the Code of Conduct**, and our goal is that the partners also commit to them when updating the cooperation agreements.

OUR SUSTAINABILITY PRINCIPLES:



WE COMPLY WITH GOOD GOVERNANCE AND OPERATE OPENLY AND TRANSPARENTLY



WE COMPLY WITH LAW AND ACTS



WE RESPECT AND PROMOTE HUMAN RIGHTS



WE PROVIDE A SAFE, HEALTHY AND FAIR WORK AND BUSINESS ENVIRONMENT



WE RESPECT THE ENVIRONMENT AND MINIMISE OUR ENVIRONMENT IMPACT



WE ARE COMMITTED TO FAIRNESS TO COMPETITION AND AVOID CONFLICTS OF INTEREST



WE DO NOT OFFER OR RECEIVE BRIBE



WE TAKE CARE OF PRIVACY

Hansakortteli's goal is to be a common space for citizens. We welcome various **events and non-commercial actors** to enliven the facilities and bring diverse activities to the downtown area. During 2021, events were organized in the Hansakortteli in a corona-safe manner. All events took into account existing assembly restrictions and guidelines.

We do **charity work** with a variety of actors. We have a long-term cooperation with the charity Hope Ry. For several years now, we have been organizing popular school backpack and Christmas gift collections for children from low-income families.

Hansakortteli has a long history of **supporting youth activities**. From 2008, the urban dictionary knows the term "hansalapsi" (children of Hansa), which is defined as a young person who spend a lot of time in Hansakortteli.



CASE

HONORABLE MENTION OF THE SHOPPING CENTER

The shopping center association awarded Hansakortteli and the Mylly shopping center a joint marketing campaign in the Shopping Center of the Year 2021 competition with a special mention. We ran a love-themed marketing campaign in the summer of 2020. The goal of the campaign was to bring shopping malls to a fun public debate during the uncommon coronavirus period. The campaign was short, but even more intense. The love story between the malls was followed in a fictional 7 Kauppapäivää (shopping days) magazine. In addition to the stories, the campaign included a lot about opening hours, parking lots and hand sanitation stations.

OUR COOPERATION WITH GUBBE

Gubbe's lovely, pink and showy pop-up was located at Hansatori next to the Stockmann entrance and brought joy to many of our customers. The bright and happy Gubbe employees shared information at Hansakortteli about a new type of senior service that helps keep the elderly active and brings security to the entire family. In the pop-up, you could have a coffee, chat with the people of Gubbe, and if you wanted, order a weekly help for someone close to you.

BICYCLE PARK OF HANSA

In connection with the environmental certificate, we built our own bicycle fleet for those working in Hansakortteli, which allows us to promote emission-free traffic. For those traveling by public transport, Hansakortteli is already in an excellent location. We have also thought about the arrival of customers on bicycles, for example by taking part in a pilot project. In the project, we tried a locked bike park for customers which is located indoors.



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