



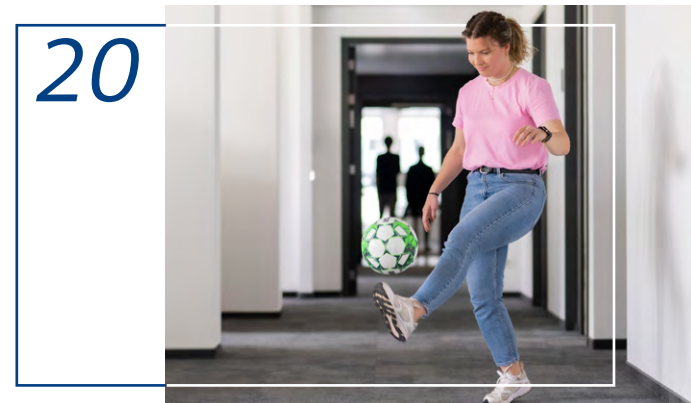
Clearly making an impact

Progress Report 2023/24



Contents

ista is one of the leading international companies in the management of energy and water consumption. Our smart products and services help provide greater transparency and reduce CO₂ emissions in the buildings sector. This is our 14th progress report. For just as many years, we have been working hard to further expand our ESG activities and move ever closer to our net-zero target.



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Dear readers,

We are all needed to make the heating transition a success. Each and every one of us can do our bit. We saw that not least during the 2022/23 winter of crisis: at that time, we made a collective effort to be particularly economical with the heating.

Over a year later, things look different. In the winter of 2023/24, Germany was again more carefree with the heating compared with the previous season, using 5% more than weather conditions would have required. At the same time, heating requirements were around 10% lower than in the previous year due to the predominantly mild temperatures.

How do we know that? For the first time, our completely new digital app – the ista Heiz-O-Meter – is creating transparency over current heating energy consumption in Germany while the heating period is still ongoing. Another solution through which we wish to make it easier for people to tackle the challenge of the heating transition. True to the aspiration to which we subscribe and which serves as the motto of this year's progress report: Clearly making an impact.

A sustainable mindset and approach are part of our DNA. Through our smart solutions, we are also creating the necessary underlying data and thus transparency for the vital decarbonisation of the buildings sector.

We at ista are also pursuing a clear goal: net zero by 2030. The journey to that goal is a challenging one. Our travel activities, which decreased most recently as a result of the Covid-19 pandemic, increased again in 2023 due to the growth in our business. Our service providers have also expanded their service sites so as to better serve our customers. Both reasons why our carbon footprint increased again for the first time. Therefore, we will hone our road-map to net zero.

We are already well on track with a number of the actions taken: each year, we continue to electrify our vehicle fleet. Over 76% of our German sites now obtain power from renewable sources. And what I am especially pleased about: our employees are the energetic driving force behind all this. In 2023, they did over 5,000 hours of volunteering work to support the environment and society.

All this shows that we are really making an impact. And at the same time need to work even harder in order to achieve our goals. Accompany us on this journey and actively contribute to making the heating transition a success!

Yours sincerely,

Hagen Lessing



Hagen Lessing, CEO ista SE



Highlights 2023



76%

of the **energy we use** in Germany is from **renewable sources**.

↳ [Environment and markets](#)



-8.55%

was the average **CO₂ saving** per rental unit in properties with heating cost billing in 2022 (base year: 2018).

↳ [Sustainability strategy](#)



359 new jobs

created **worldwide**.

↳ [Employees](#)



5,156 hours

worked by our employees for **climate protection**.

↳ [Partners and society](#)



54.6%

That's how high our **percentage of full-radio devices** now is.

↳ [Environment and markets](#)



Clearly we need vision
if we are to achieve
our ambitious climate goals.

Whether in homes or in our company: transparency and knowledge sharing are absolutely crucial on the road to decarbonisation. We're stepping up the pace.

Philipp-Daniel Fischer, Senior Programme Manager Sustainability



Sustainability strategy

How to make the heating transition a success

Why transparency and data are so crucial

Space heating is responsible for more than 50% of Germany's total final energy consumption. Almost 40% of all CO₂ emissions in Germany are generated in the space heating market. This is more than impressive evidence that the heating sector has to play a key role in the climate turnaround.

Awareness led to savings

What exactly has to happen for a positive change to come about? Many factors play a role – the personal energy consumption behaviour of every household is also crucial. Transparency is particularly important in all this, as the energy crisis and threat of a gas shortage at the end of summer 2022 showed us.



At that time, there was huge political, social and media interest in energy and how to save it. As a result, in homes with gas-fired heating or district heating, weather-adjusted consumption fell by an average of 6%; in homes with oil-fired heating by 3%. As the energy crisis only really hit the headlines in the second half of the year, we can assume that the actual savings in winter 2022/23 were 12% or more.

Consumer behaviour key

This clearly shows how important consumers are for a successful heating transition. They can make an important contribution by changing their heating behaviour. But to do this, tenants need data and transparency – they must know what their consumption is in order to take action to change something.

One thing many people don't know: as of 1 January 2022, building owners are obliged to provide users with monthly information about their space heating and, where applicable, hot water consumption, if remotely readable devices are installed.

There is tremendous need for education in this area. After all, these legal requirements have to be met if we are to achieve the necessary transparency for targeted and sustainable changes in behaviour. And this is absolutely vital for the heating transition – and therefore the climate turnaround – to succeed.



More information wanted

A daily consumption update would change behaviour

2023 was an expensive year for people in Germany. According to the Federal Statistical Office, consumer prices rose by an annual average of 5.9% compared with 2022. Energy prices also continued to increase – less drastically than in the previous year, but still by 5.3%. At the same time, it will be many years before the effects of certain savings start to be felt, for example from the energy-efficient refurbishment of residential buildings.

This trend shows: prices will remain high for the foreseeable future. This makes it all the more important to show consumers ways and offer them opportunities to act themselves and make changes to their behaviour.

When it comes to heating, this means knowing more about their own consumption.

We at ista currently provide some two million households in apartment buildings with monthly information on their consumption. A daily heating consumption update would, however, be even better. Many people want exactly that. When asked whether daily instead of monthly information would change their behaviour, nearly half (48%) stated that they would heat more responsibly as a result (representative survey of more than 2,000 participants in May 2024 conducted by the public opinion research institute YouGov on behalf of ista).



Clearly committed to sustainability

Our roadmap on the way to zero CO₂

Germany has a goal: greenhouse gas neutrality by 2045. We at ista are taking a clear step further. We want to cut our emissions completely to net zero by 2030. That's ambitious, but we are convinced we will achieve this goal thanks to the clear roadmap we have set out.

Our action plan comprises various initiatives which we are systemically implementing. Two important pillars of this plan are switching our vehicle fleet to e-mobility and ensuring the electricity used in our properties comes from renewable sources.

Electrification of the vehicle fleet

We are well advanced with the electrification of our fleet of vehicles as the example of Germany shows: in the 2023 reporting year, more than half of our fleet of 364 vehicles was hybrid or fully electric. We are also continuing to steadily expand our EV charging infrastructure. Furthermore, over 76% of our sites in Germany now obtain their power from renewable sources (worldwide: 70.5%).

Stricter timetable

We know that we have to overcome challenges on the road to our climate goal. For the first time last year, we saw that the travel restrictions, which led to a clear reduction in CO₂ emissions during the Covid-19 years, no longer play a role. Parallel to this, our sales grew by more than 10% from 2022 to 2023. In addition, our service providers expanded their sites so as to be able to provide even better installation services for our customers. Taken together, these factors have meant that we recorded a rise in CO₂ emissions again for the first time in the reporting year.

That's why we will be honing our roadmap. In the months to come, we will be initiating further action and stepping up the measures we have already introduced. For one thing is sure: we will stay focused on our net-zero target!



ista at a glance

Innovation driver for digital processes

ista has a clear goal: we make buildings sustainably valuable for their residents and owners. To achieve this objective, we manage data and processes that make properties climate-friendly, safe and comfortable. Our products and services enable tenants and property owners to save energy and together help to protect the climate.

As a driver of innovation, we systematically focus on digital processes and gear our infrastructure to the Internet of Things. Today, we already have over 43 million connected devices in use and are developing solutions for the smart, energy-efficient building of tomorrow.

To successfully master these great challenges, we are reliant on employees who bring a wide range of very

different skills to the table. With their expertise and commitment, we are actively driving the transition to climate-friendly heating. We currently employ some 6,600 people in 20 countries. Our Head Office is in Essen, in the heart of North Rhine-Westphalia.

Our products and services are used in over 14 million user units (residential and commercial properties) worldwide. More than 450,000 customers trust in our solutions to give them clear information on their consumption and therefore create incentives for climate-friendly behaviour.

In 2023, the extended ista Group recorded sales of 1,171 million euros. Total capitalisation amounted to some 4.1 billion euros.










Clear goals on the way to zero CO₂

Our progress in the five fields of action

We intend to move one step closer to zero CO₂ every year. As part of our sustainability strategy, we are taking steps in five fields of action: we have formulated a clear goal for each field of action so we can regularly measure our progress.



	Field of action	Where we are	Our goal
 Environment	We are committed to protecting the environment and climate – at all the company’s locations.	Total CO ₂ emissions at ista in 2023: 8,479 tonnes . Total CO ₂ emissions per employee (FTE) at ista in 2023: 1.44 tonnes	We will be CO₂-free (net zero) by 2030 : by acting in a resource-saving manner in all areas of our business (scope 1–2 and selected scope 3 categories).
 Markets	We sell innovative products and services that enable our customers to behave in a climate-conscious manner and protect the environment.	Average CO ₂ savings per rental unit in properties with heating cost billing since 2018 (as at 2023): -8.55%	We will help our customers/users reduce their CO₂ emissions by 20% by 2030 (base year: 2018).
 Employees	We offer our employees attractive working conditions and a motivating corporate culture .	In 2023, ista employees in Germany completed a total of 2,400 days of training . Across the Group, around 25,000 courses were completed on our digital learning platform.	We invest in our employees with apprenticeships, training courses and coaching so they can reach their full potential – in both the analogue and digital worlds.
 Partners	We want to make our entire value chain sustainable and therefore attach great importance to ecologically and socially conscious action , also in our dealings with our partners.	The carbon footprint of our supply chain (air, sea and road freight) in 2023: 2,476 tonnes	In dialogue and close cooperation with our suppliers, we are continuously committed to reducing the carbon footprint in our supply chain.
 Society	We are engaged for the benefit of society, sharing our knowledge of energy management and climate protection and making a contribution for the good of our environment.	Number of hours worked for climate protection in 2023: 5,156 hours	We create opportunities for our employees to invest at least 5,000 hours a year in promoting climate protection, energy awareness and social engagement in society.

Sustainable principles for action

Our global standards and principles

We want to be part of sustainable change and, as a company, effectively drive this change forward. Therefore, we are guided by specific principles for action – external standards and internal guidelines. The United Nations Global Compact, whose ten principles precede the individual chapters, is essential to this report. As a signatory, we are committed to standing up for fundamental human rights, labour standards and environmental protection and to combating corruption.

Code of Conduct

We at ista comply with international human rights, labour, anti-corruption and data protection standards. We commit all employees to these standards through our internationally applicable Code of Conduct. This Code of Conduct is fleshed out with internal guidelines on specific topics such as environmental protection, corruption and competition law.

Digital training

In order to familiarise our employees with the contents in a current and appealing way, the Corporate Compliance department has offered since March 2022 web-based Code of Conduct training on our Group-wide training platform istaLEARN. It is mandatory for all ista employees worldwide. New employees are automatically registered for the training.

Corporate Compliance introduced a further training offering in the spring of 2024. This new training session not only covers revised content on the prevention of corruption and bribery and on fair competitive behaviour but also compliance requirements with regard to our business partners. The employees have four weeks to complete the training.

The compliance training is updated every year. We systematically use digital solutions – in keeping with the “Video first” principle laid down in our Travel Policy. In this way, we avoid unnecessary travel and therefore emissions.

Compliance management system

We rely on our compliance management system to ensure that all requirements are met throughout the Group. The adequacy of ista’s compliance management system has been confirmed by an independent auditor in accordance with the IDW auditing standard (IDW PS 980).

Business Partner Code of Conduct

We are committed to integrity: we also require our global suppliers and service providers to comply with basic environmental, social and governance standards. To this end, we have drawn up a binding code of conduct for business partners, which also takes into account the principles of the UN Global Compact and the German Supply Chain Due Diligence Act (*Lieferkettensorgfaltspflichtengesetz*).



Directly linked

ista links sustainability and finance

How seriously we take sustainability at ista can be seen when it comes to our funding. We have directly linked our financing to the achievement of ambitious sustainability targets. This involves ESG-linked promissory notes (*Schuldschein*); the last one was issued in 2022 as part of a refinancing transaction. ESG stands for Environmental, Social, Governance.

With these ESG-linked loans, the interest rate margin is linked to the company’s own targets, which are based on its sustainability strategy. The interest rate on the promissory note depends directly on how sustainably we operate: if we improve our performance, the interest rate falls. Conversely, if we fail to meet our targets, the interest rate increases. We have set specific targets together with the banks involved. The data are independently and neutrally audited by SGS Institut Fresenius GmbH.

“With concrete, jointly implemented measures, we are making ista more sustainable step by step. To this end, we have set ourselves ambitious goals which we have firmly set our sights on.

Philipp-Daniel Fischer,
Senior Programme
Manager Sustainability



Firmly anchored

Sustainability structures at ista

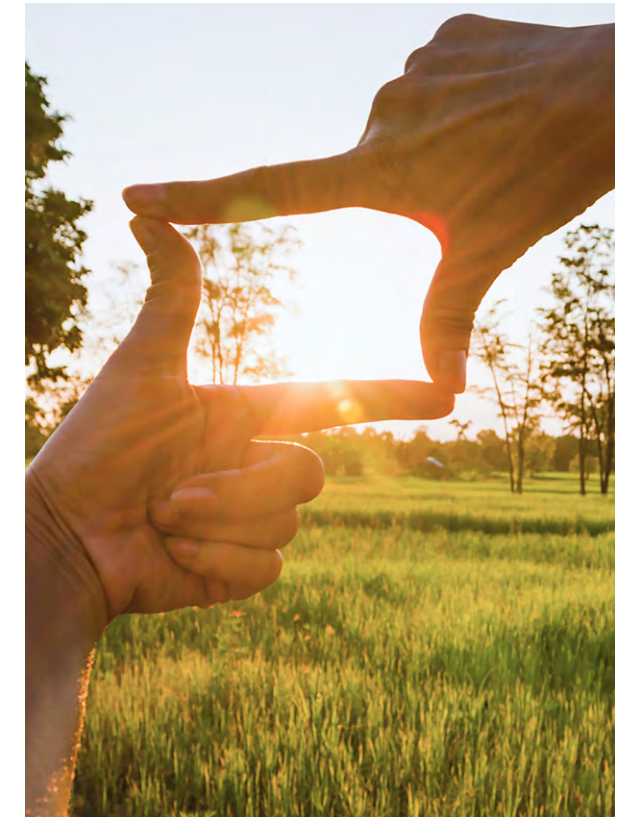
At our company, sustainability is an integral part of our corporate strategy and firmly anchored in it. Our Management Board is directly responsible for our sustainability activities and sets ista ambitious goals (see p. 7), which we intend to achieve in the years to come. Our top management is supported in this endeavour by a team of ESG experts, who coordinate the pan-Group sustainability projects and processes.

Sustainability at all levels

At country level, our sustainability delegates are hard at work managing the activities locally and bringing ideas from their branches to the table. Our Senior Programme Manager Sustainability coordinates all these efforts. He is responsible for driving the core strategy forward and fine-tuning it – if necessary – in consultation with the Management Board and the relevant departments.

Agile processes

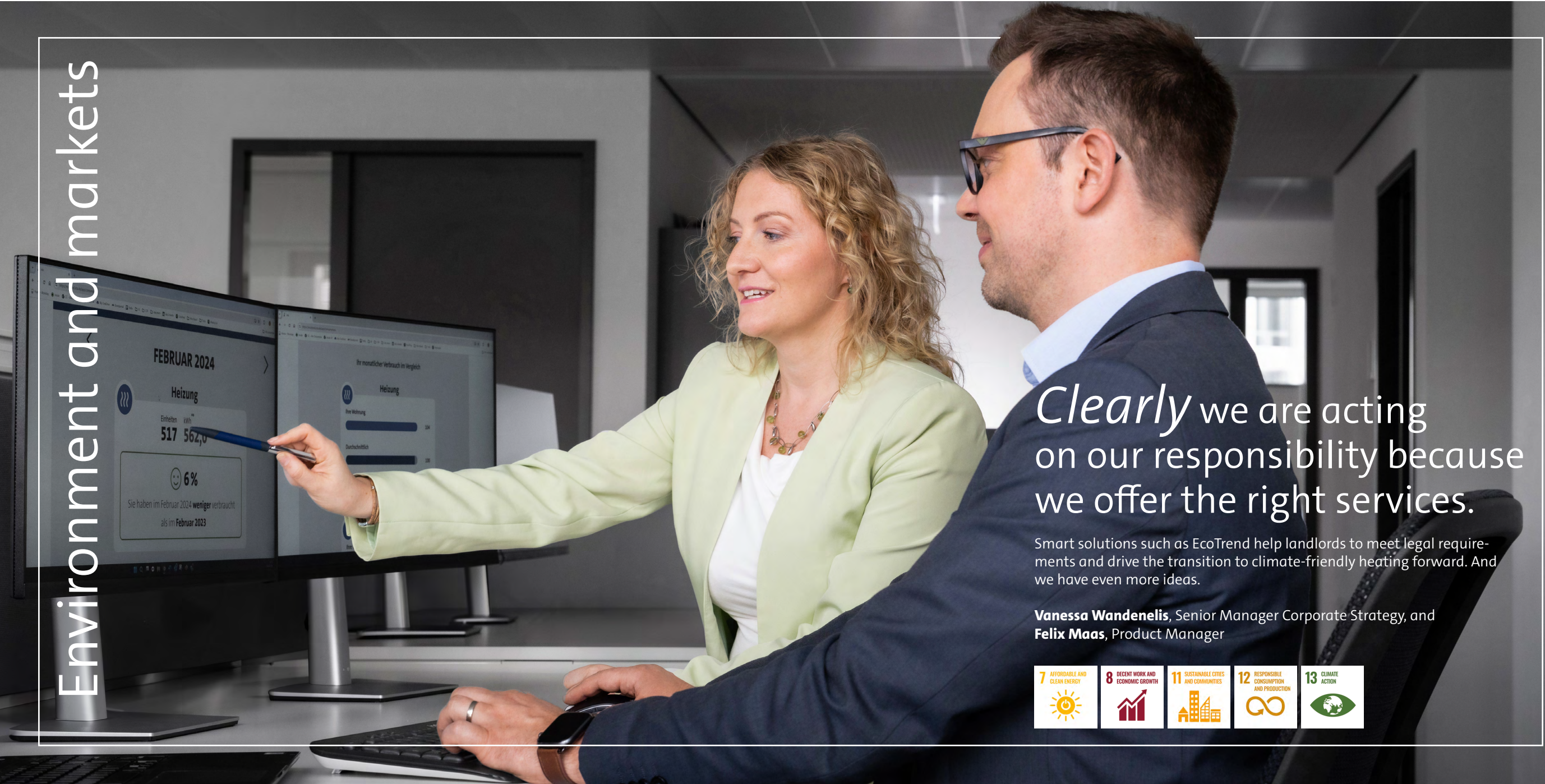
When putting our sustainability strategy into practice, we do not merely rely on classic management systems but are increasingly putting our faith in new, agile approaches. Here, we benefit from the agile transformation which ista has been undergoing at all central company levels since 2022. This is flanked by a clear focus on major, smart goals that are constantly reviewed in terms of their relevance and achievability.



Smart tools

We rely on our corporate sustainability software to manage our sustainability goals throughout the Group. We use it to collect, aggregate and analyse data from various internal sources – from energy consumption and emission data to employee and travel data. The software enables us to monitor our progress with regard to our sustainability goals and prepare customised reports for internal and external stakeholders.

Environment and markets



Clearly we are acting on our responsibility because we offer the right services.

Smart solutions such as EcoTrend help landlords to meet legal requirements and drive the transition to climate-friendly heating forward. And we have even more ideas.

Vanessa Wandenelis, Senior Manager Corporate Strategy, and **Felix Maas**, Product Manager





Sustainable use of valuable resources

It goes without saying that our old devices are not just thrown away – instead the brass and other raw materials are removed to be re-used. In this way, we make an important contribution to the sustainable use of these valuable resources.

In 2023, we recovered a total of 146.8 tonnes of brass. 24.4 tonnes of circuit boards were also recycled separately to recover raw materials such as gold and valuable rare earth minerals. Since 2005, we have been cooperating with the Haus Hall workshops where people with and without disabilities work alongside each other to do this work.

ESG never easier

ista aims to lead in ESG data management

In 2023, we extended our ista product landscape to include the ESG Manager (ESG = Environmental, Social, Governance). Our ESG data platform enables our customers to monitor and analyse consumption, emissions and costs reliably, quickly and efficiently on a portfolio or building level, and to use the data in accordance with the usual reporting standards.

Free test phase

In order to make refinements to the ESG Manager as customer-centric as possible, ista introduced an offer in the autumn of 2023, giving interested existing and new customers free use of the ESG Manager over a two-year contract period. In return, all customers are involved in the further development of the ESG Manager platform and features. Over 60 customers with more than 7,000 properties have already taken up the offer. By the end of 2024, the platform should reflect the input of at least 10,000 properties.

Focus on refinement

“Last year was above all about getting our ESG Manager up and running with reference customers, and gathering experience. In future, our focus will above all be on extending our platform. To do this, we want to widen our database and develop the product in line with our customers’ needs,” says Christoph Klinck, Tribe Lead Commercial & Industrial.

From July 2024, the challenges faced by real estate companies are likely to increase yet again. This is when the EU reporting directive, the Corporate Sustainability Reporting Directive (CSRD), is transposed into national law. For many companies, ESG will become mandatory in just a few months, meaning they will have to make additional disclosures, including the carbon intensity of their property portfolio.

Answers to increasing ESG requirements

“We can already offer reporting in line with the CSRD. One problem with providers of pure data platforms that our customers repeatedly mention is that data collection and transfer are often difficult. At ista, we have the necessary long-term experience and, above all, access to reliable, ESG-relevant data on hundreds of thousands of properties,” says Daniel Glubrecht, Product Owner of the ESG Manager at ista. “Our goal is not to provide a lot

of colourful visualisations but answers to the practical questions our customers have: What is the real emissions impact of a portfolio or individual properties? How is it changing from year to year? How do the data have to be prepared to meet reporting obligations?”

Targeted development

In addition to EU requirements, many customers of our ESG Manager mention increasing reporting requirements from their banks. Therefore, by the end of the year, we want to add a new feature which will permit efficient generation of reports to meet the banks’ requests (for example, in the case of loan applications). This is where the approach of fast-track development in close collaboration with existing customers is already paying off. “We have a clearly defined mission: we want to build a data management platform which nobody can do without – the go-to ESG data platform,” says Klinck.





Greater clarity, less consumption

ista Middle East is performing two long-term projects in Dubai

ista has also had its own branch in the Middle East region for 15 years now. In the second half of 2023, we acquired two important new customers there. Together with them, we are pursuing the goal of reducing consumption of important resources in a smart way.

ista Middle East has been commissioned by Etihad Energy Services Company (Etihad ESCO), a wholly-owned subsidiary of the Dubai Electricity and Water Authority, to replace air-conditioners in over 200 buildings. Some 3,600 obsolete, energy-inefficient units will be replaced by ultramodern inverter-split AC units. The projected annual energy savings in the next ten years are approx. 10 GWh of electricity. The first test installations are already in operation now.

We are also implementing a pilot project involving the submetering of process water for our customer PID, a homeowners associations management company. The aim here is to efficiently record how much water is used for irrigation, allocate it to each individual user unit that PID manages, and bill accordingly. To this end, ista has installed smart water meters, which will make individual consumption transparent for the first time – and, over the long term, ensure more sustainable use of water as an important resource.

“The use of resources is attracting increasing attention in the region. With our solutions, we are making buildings smarter and providing a clear picture of consumption – the prerequisite for greater energy efficiency and less CO₂,” says Oliver Sporrer, Country Manager ista Middle East.

Digital heating bills

We offer our customers the option to view their heating bills on our digital web portal. This saves valuable paper and logistics resources. Currently, 84% of our customers already use this digital service. Our aim is to make even more people’s daily lives as easy as possible in future with smart solutions like these.



More radio, less CO₂

We have a clear goal: to increase the percentage of radio-readable devices in our properties year by year. This means we can reduce car travel and therefore cut CO₂ emissions. In December 2023, the proportion of fully radio devices was 54.6%. That is six percentage points more than in December 2022 (48.1%).

54.6%

was the proportion of our **fully radio devices** in December 2023 (2022: 48.1 %).

Bringing sustainability up to speed

How ista helps Formula 1 teams to save energy

Formula 1 wants to become more sustainable. This is why many companies in the Formula 1 industry are looking for experienced service providers to help them save energy and improve their environmental performance.

Carbon footprint data

Several professional racing teams already rely on the support of ista to help them take the next step towards more sustainable processes. As a long-standing expert in the real estate industry, we offer F1 companies a comprehensive range of services displayed on the ista MinuteView portal – from third-party meter operators and granular data collection to energy procurement. We provide the racing teams with all the data needed for carbon reporting, ensuring they are compliant with local regulations.

Only last year, ista signed a contract with a major British racing company. This new partnership includes evaluating all their relevant energy consumption data and thus providing important information on how the F1 team can reduce its carbon footprint. By providing in-depth consultancy and bespoke solutions, we have already helped the company to achieve significant energy cost savings for 2024.



Efficiency and data

The main focus in the industry lies on the development centres, which require a high energy input. “Here, but also in the offices, we see great potential for energy optimisation and we can support our customers by providing the data needed to take the necessary steps to achieve this,” says Mark Duxbury, Head of Sales at ista UK.

The partnership between ista and the racing team shows our broad positioning: ista is not limited to the ‘classic’ real estate industry but can partner with nearly every company and add value to practically all corporations – from logistics and warehousing, right the way up to high-performance F1 teams, where efficiency and data are incredibly valuable to ensure they have the competitive advantage on the race track.

“Formula 1 has made a great effort in recent years to be more sustainable. With our services and solutions, we can help the F1 teams find new ways to reduce their energy consumption and minimise their carbon footprint.”

Oliver Schlodder,
CSO ista SE



Smart train stations

ista digitalises metering technology in Deutsche Bahn station buildings

Thanks to digital metering technology, the energy consumption of 413 Deutsche Bahn train stations will be even more transparent in future. To achieve this, ista will, in the coming years, be replacing more than 40,000 metering devices or installing new ones in some 8,000 user units. The digital recording of heating and cooling energy as well as water consumption and the data-based, sustainable management of the properties will benefit not only the owner, Deutsche Bahn, but also the tenants of retail and catering space in the stations.

The goal is sustainable property management

The partially open structures with large, high rooms in German train stations lead to considerable heating energy requirements. The total annual consumption

of the train station buildings included in the analysis is currently more than 100,000 MWh. The distinctive building structure with large floor spaces and very different measuring points makes equipping them with remotely readable metering devices a challenge.

The benefits of digital metering systems go far beyond transparency and accurate recording of energy consumption. The data collected serve as a basis for actively cutting energy costs and CO₂ emissions.

Site assessments in just six months

Last year, ista engineers conducted a site assessment for each one of the 413 station buildings in just six months. This included an analysis of the building structure and the metering technology currently installed. On this basis

and in line with the requirements of the Heating Cost Ordinance, ista defined an action plan so each property can be provided with the best possible metering equipment for its requirements. This step has already been completed in two thirds of the buildings. According to the analysis, on completion of the project the majority of the properties will not only be remote-readable but also equipped for the sub-annual reading of consumption.

Christoph Klinck, Tribe Lead Commercial & Industrial at ista, adds: "Due to their solid building structures and their wide expanse of floor space, train station buildings are extremely complex properties. A future-proof radio-based infrastructure und digital metering technology are essential for developing an ESG strategy and operating property portfolios sustainably."



Consumption information provides clarity

With EcoTrend, ista offers a smart solution which provides residents with monthly information on their heating and hot water consumption. The basis is the EU Energy Efficiency Directive (EED). The tool delivers comparisons with the previous month and year as well as with the average household and so creates additional incentives to save energy and protect the climate. In 2023, EcoTrend's features were also extended to meet the special requirements of homeowners associations, enabling owners to easily pass on the monthly consumption information to residents – either in digital form or by post.

Numerous precautions, such as "two-step authentication", ensure the data security necessary to protect online user accounts from unauthorised access. In total, EcoTrend has already been activated for some two million users since its launch in 2022.





Greater clarity when heating

Smart service brings considerable reduction in CO₂ emissions

Many owners of buildings with older heating systems face the question of how to optimise them to cut both CO₂ emissions and costs. ista offers a smart heating system management solution that relies on intelligent algorithms. The service does not require replacement of existing appliances but uses a device installed in the boiler room to make even old heating systems smarter.

It is based on the technology of the Spanish service provider Wintel/Habidat, which ista acquired in 2023. The heating energy is actively and automatically regulated and adjusted to the actual demand of the building. This helps our customers to already cut heating consumption and emissions while running their heating systems and thus to reduce their carbon footprint.

150 devices already installed

A total of 150 devices have currently been installed in Spain, Germany, Italy and Switzerland. We are also pushing ahead with rollout in the focus markets UK, Austria, Luxembourg and Belgium.

Parallel to this, we are also using the smart service in our own properties. The existing heating system at our German logistics centre was optimised in a pilot project. The bottom line after one year: adjusted for weather conditions, heating energy savings of 26.6% were achieved. That is not just a real cost saving but also a contribution to improving the carbon balance of that location: emissions were reduced by around 30 tonnes compared with 2022.

Solution wins awards

In the autumn of 2023, our product was commended by the German Chamber of Foreign Trade in Spain as a particularly innovative reference project in the field of energy efficiency in the buildings sector and presented to interested specialists at a trade fair in Madrid. At the "C&R", an international trade fair for air conditioning, ventilation, heating, sanitary and refrigeration technology in Madrid, the smart heating control system was also included in the exclusive "Gallery of Innovation", an honour bestowed on the 20 most innovative products of the year.



26.6%

heating energy savings were achieved at the Gladbeck logistics centre in just one year thanks to the **ista solution**.



Thousands of new trees

Every year, our employees take part in local tree-planting initiatives to play their part in protecting the climate. The number of new trees planted has been increasing for years now: while it was less than 1,000 in 2020, in this reporting year we planted a total of 18,476 trees. Most of this increase was thanks to the commitment of our colleagues in Poland. These planting campaigns are supplemented by the ista corporate forest, which now consists of around 7,400 trees in Asia, Africa and South America.

Energy management with MinuteView Identifying savings potential in commercial properties

ista MinuteView is an all-in-one solution for the transparent and effective energy management of commercial properties such as offices, shopping centres or business parks. It collects all energy data across company boundaries and country borders and visualises and organises them in a dashboard. The smart monitoring features soon identify any savings potential or faults. An alarm function issues a warning when certain important thresholds are exceeded. The integrated CO₂ reporting also shows at a glance how much CO₂ a property is producing. In Germany, customers in 32 properties with 899 meters currently use our solution.

Systematic refinement

Since the start of the year, MinuteView can now also visualise data from our EV charging stations via an interface. No further metering technology needs to be installed; it simply uses the meters already in the charging stations.

Since the end of 2022, ista has also been registered as a meter operator. A meter operator is responsible for installing, operating and maintaining electricity and gas meters and ensures that the meters measure and are read in compliance with calibration law. ista has therefore expanded its core business to include smart electricity and gas metering services and, as a meter operator, can offer its customers data visualisations directly via MinuteView.

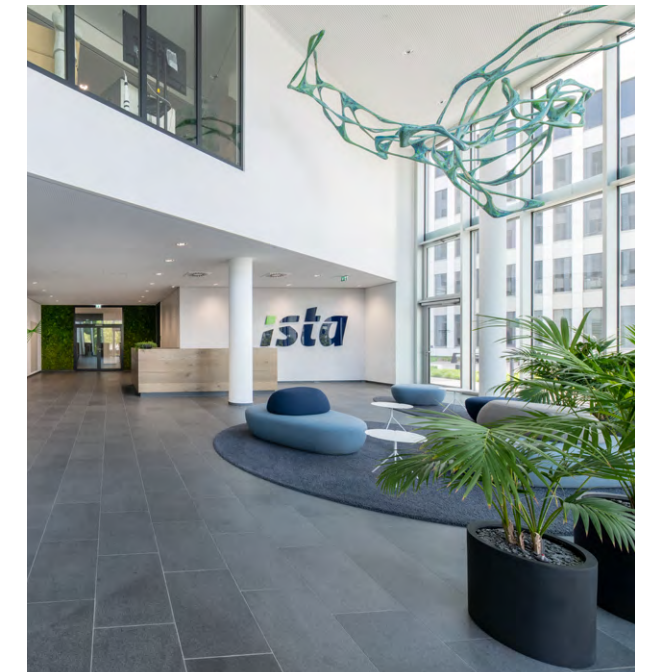
Energy management software eligible for funding

MinuteView and the transparency and planning certainty it provides have enabled users to cut energy consumption by up to 15%. MinuteView has been approved by the Federal Office for Economic Affairs and Export Control (BAFA) as energy management software eligible for funding.



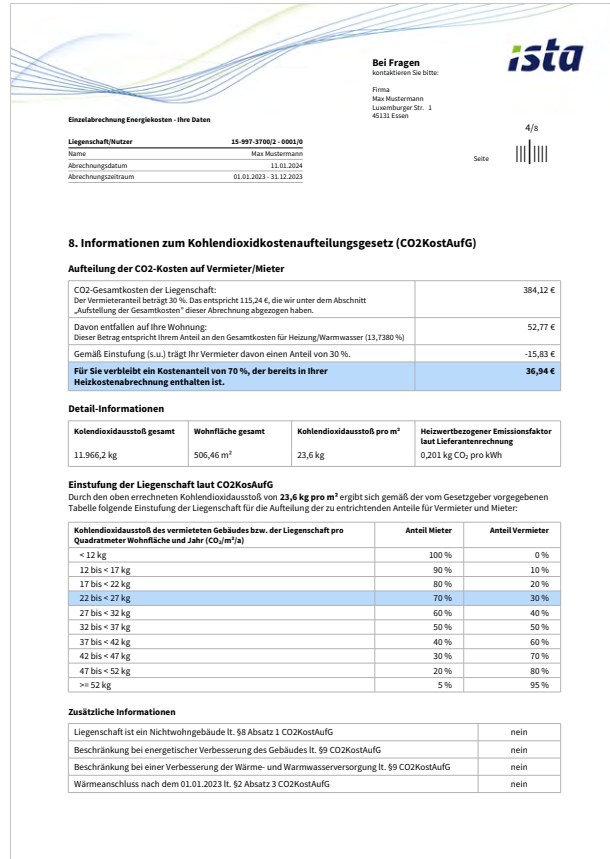
Renewable energy for our buildings

The energy supply for our buildings is one of the key levers on the way to zero CO₂. By 2030, we want to only purchase energy from renewable sources for the buildings ista manages. In 2023, we already succeeded in meeting 76% of our energy needs in Germany with green electricity. On an international level, it was 70.5% in the reporting year. This is slightly below the previous year (73%). The main reason for this is the change of supplier in properties that we only rent and where we have no direct influence on the choice of electricity supplier.



Legally compliant solution for heating bills

Smart CO₂ cost allocation calculated free of charge



The Carbon Dioxide Cost Sharing Act (CO₂KostAufG) entered into force in Germany on 1 January 2023. The objective: fair sharing of CO₂ costs between landlords and tenants. This is to be achieved with a 10-stage model: the more energy-efficient a building is, the smaller the landlord's share of the costs will be.

For months on end, a large number of cross-tribe ista squads worked on implementation in our IT landscape in order to ensure the simplest possible solution from the customer's point of view, from data collection to the generation of heating bills. There was a great deal of time pressure as the CO₂ cost sharing requirement applies to billing periods starting on or after 1 January 2023, and cost allocation must be shown in the heating bill.

Perfect solution

Just in time for the start of the new billing period, we were able to offer our customers a solution that enables them to issue legally compliant heating bills to their tenants. What's so special: this offer is completely free of charge.

» Please continue reading on the next page

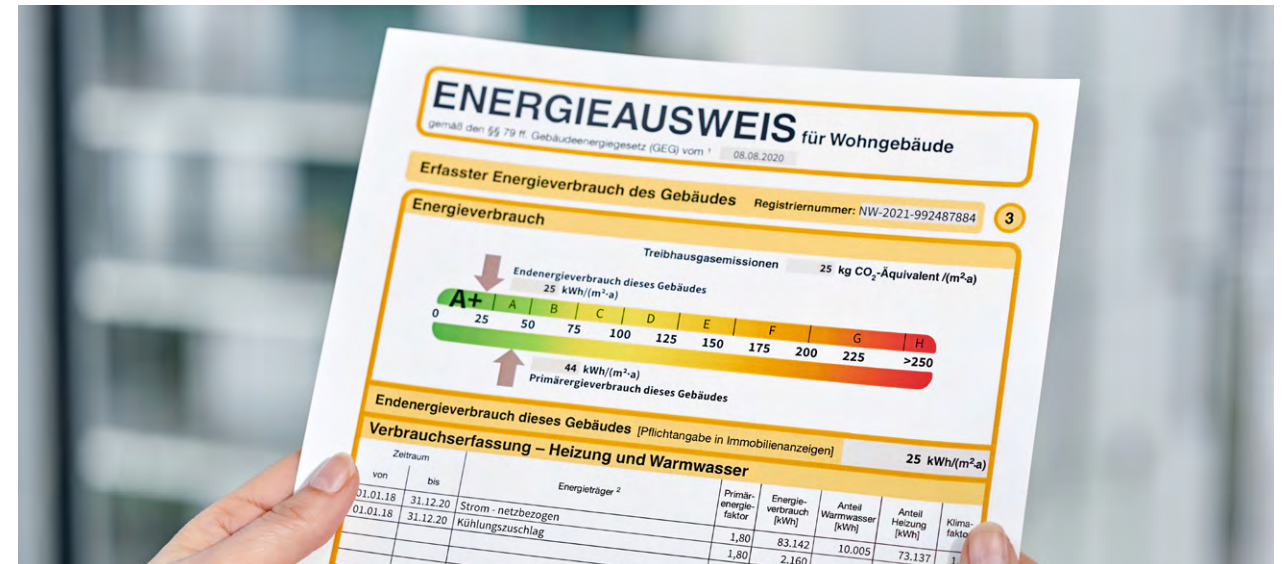


Carbon Dioxide Cost Sharing Act

The legislator has decided that the CO₂ costs are to be split in heating bills between tenants and landlords for all billing periods beginning on or after 1 January 2023. Previously, the costs were borne solely by the tenants. Costs are split according to a 10-stage model, the landlord's percentage share decreasing the more energy-efficient the building is. The aim is to encourage landlords to reduce the energy consumption of their properties.

“ Our solution is a simple service at a time when heating bills are becoming increasingly complex. At the same time, we give landlords transparent information on the CO₂ emissions of their properties, enabling important decisions that drive the transition to climate-friendly heating forward.

Julian Corona, Tribe Lead
Real Estate Managers



Our customers only have to provide us with just a few pieces of additional information, either on our web portal or via data exchange. They get this information from their energy supplier:

- the amount of CO₂ emitted,
- the CO₂ costs incurred
- and the CO₂ emission factor for the fuel.

Reducing CO₂ emissions

With the new solution, we help private and professional landlords to not only act in compliance with the law but also create transparency and so get to grips with the topic of CO₂ emissions. We therefore play a part in reducing CO₂ emissions in the residential real estate sector and maintaining the value of houses and apartments over the long term. Customers' feedback has been consistently positive, especially because our offer does not involve any extra cost for them.

Advantages for property managers

Property managers particularly appreciate the possibility of itemising and allocating costs. According to the current legal interpretation, managers of homeowners associations (HOA) are not affected by CO₂ cost allocation if all owners are owner-occupiers. With rental apartments, the costs have to be shared. Therefore, we allow HOAs to choose whether they want to split the CO₂ costs, not split them or simply show them without offsetting them against the total costs.

Even greater transparency in future

In future, we want to make things even more transparent for our customers by showing how their property compares to others, for example in the same town, in terms of CO₂ emissions. This provides landlords and owners with further important data for making informed decisions about upgrading their property in terms of energy efficiency.



Zero CO₂ on the road as well

Our vehicle fleet soon to be electrically powered

We already recognised very early on that our fleet of vehicles is one of the crucial levers to zero CO₂. The goal is clear and, at the same time, ambitious: we want to convert our entire fleet to 100% electrically powered vehicles by 2028 and so cut the CO₂ emissions of our fleet to net zero. This applies both to our service vehicles, which our field service uses, for example to visit customers, and to our customer service vehicles, which our installers and technicians use.

On the right track

We are already well on the way to achieving this ambitious goal, as a look at Germany shows: in the 2023 reporting year, more than half of the 364 vehicles in the fleet were fully electric or hybrid. The plan in 2024 is to further reduce the number of diesel vehicles from the current 178 to 97. In line with our Company Car Policy, which has applied to ista SE since March 2023, we now only order electric vehicles.

Difficult circumstances

However, as ambitious as we are, we are constantly faced with difficult circumstances which are beyond our control. In recent years, car manufacturers' long delivery times made reliable planning almost impossible. What's more, the charging infrastructure was not developed enough in Germany, but also in other European countries. However, we can now see a significant improvement in the situation in both these areas.

Customer service fleet electric by the end of 2026

However, charging times in particular remain a challenge for us at ista, especially when it comes to our customer service vehicles. In the commercial vehicle/light commercial vehicle segment, there are still only a few electric models that meet our requirements for delivering a modern, mobile customer service.

We are currently in a test phase here. The first electric vehicles are expected to be in regular use at the beginning of 2025. Our customer service fleet should also have fully switched to electric by the end of 2026 at the latest.



Expansion of our own charging infrastructure

A dense and efficient charging infrastructure is essential if we are to achieve our ambitious climate targets for our vehicle fleet. In Germany, we are not just relying on the development of the public charging infrastructure, but are taking things into our own hands: electric vehicles can currently be charged at 13 ista sites in Germany, including five where we have installed and operate the charging infrastructure ourselves. Charging points are planned for two further locations in 2024



Clearly making an impact

How we manage our vehicle fleet sustainably

[Go to the interview with Harald Stock in the ista Content World](#)





Employees

Clearly I'm helping to speed things up because I'm on team sustainability.

Change starts with ourselves. We create the structures so people can develop their innovative potential and commit to sustainability. Preferably together.

Beatrice Mellon, Associate Corporate Communications





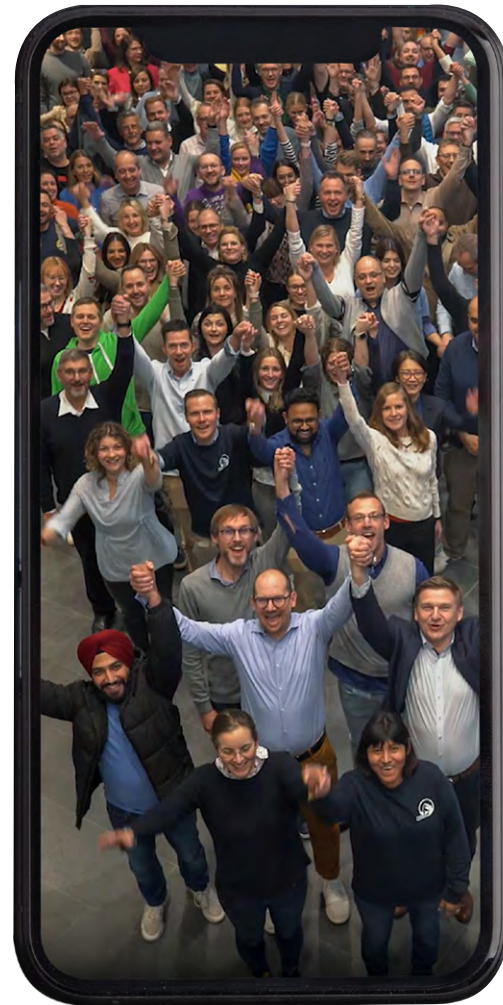
Diversity is our strength

Clearly committed to tolerance

For us, diversity is an important pillar of our corporate culture. We are convinced that diversity makes us more creative and more successful. In May 2023, ista signed the “Diversity Charter” – a clear signal that we are committed to a respectful and unprejudiced working environment.

We also regularly demonstrate this to the outside world. In the autumn of 2023, German companies took a stand against antisemitism in an advertising campaign run in the press. ista also took part to set an example for tolerance and humanity. In February 2024, we were also involved in the “#Zusammenland – Vielfalt macht uns stark” campaign promoting the idea that diversity makes us strong. Under this motto, the well-known German newspapers and magazines Süddeutsche, Handelsblatt, WirtschaftsWoche and ZEIT joined forces with companies to stand up for tolerance and peaceful coexistence.

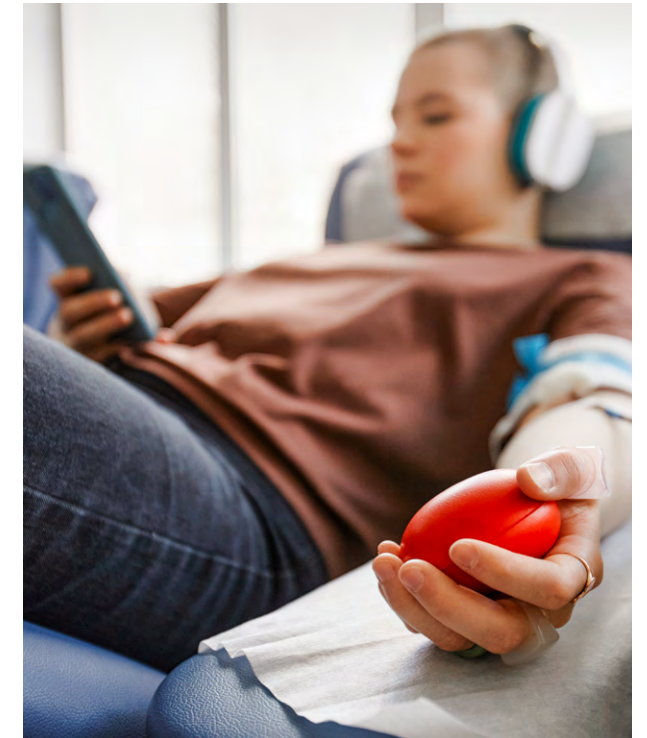
Many employees at our Head Office took this ad campaign as an inspiration to get involved themselves. They made a video together, highlighting the message: Diversity is our strength! After all, people from 47 different nationalities work in Essen alone.



Blood donation campaigns

Our employees throughout the world donate blood in various local campaigns in order to give something back to society. Our colleagues from ista Belgium and ista Czech Republic are particularly shining examples, regularly calling on people to do a good deed by donating blood. Roughly 15% of our employees in the Czech Republic donate blood throughout the year to help up to three patients per employee with their whole blood donation.

“Getting involved in donating blood means taking social responsibility. My team has inspired me and I have also become a regular blood donor,” says Jana Machková, Country Manager ista Czech Republic.



Clearly making an impact

How our employees do their bit for society

➔ [Find out more about Alessandro De Angelis' commitment in the ista Content World](#)



ista Soccer Cup in Vienna

The annual ista Soccer Cup was held in Vienna on 16 and 17 June 2023. The international football tournament is a two-day employee event where work takes a back seat and the focus is on getting to know each other across national borders.

Some 1,000 players and fans put this into practice perfectly. In addition to demonstrating their sporting prowess on the pitch, they provided plenty of entertainment and forged new friendships. The actual result almost became secondary: in the end, the Essen team took home the cup.

Unparalleled team spirit

The ista Soccer Cup, our international football tournament, is all about solidarity and team building. This inspired two Spanish employees to set up their own football team in Madrid – ista FC Madrid. The goal: to play football and, in doing so, bring together departments that have little to do with each other in daily business as well as strengthen community spirit.

The take-up really surprised them: today, 20 male and female colleagues from six different departments train together once a week and, since the spring of 2024, have been playing at local level in a mixed league. Fans can follow the exciting matches on internal communication channels as well as on a dedicated Instagram account @istafcmadrid.



10 years as a “Top Employer”

An anniversary to be proud of: ista France has received the “Top Employer” award for the tenth time in a row. In January 2024, the HR team led by Aurelie Mougeotte, Head of HR at ista France, was once again recognised by the Top Employers Institute. “We want to offer our employees an attractive working environment in which they feel comfortable and which gives them the space to develop to their full potential. The award shows that we are doing a lot of things right. At the same time, we will continue to work on becoming even better.”

The Top Employer Institute is a leading provider of certification for outstanding employee conditions. The award enables companies to evaluate and improve their attractiveness as an employer in the long term.

Experience and success

In Germany, ista honours employees who have been working for us for 10, 25, 35 or 40 years with a special gift from the company. As from this year, we also feature the jubilarians of the month on the Intranet. This is a further way of expressing our appreciation since their experience and many years of loyalty play a crucial part in ista’s success.

They help to shape the corporate culture, pass on their knowledge and inspire their colleagues. The continuity they provide creates stability and trust. At the same time, they are proof that, even in a constantly changing company, many long-term career paths are possible.



Personal development

istaLEARN: more than 25,000 courses completed in 2023

Two years ago, we launched istaLEARN, a state-of-the-art learning management platform, offering our employees training courses for their personal development. In 2023, more than 25,000 courses were completed – that is 30% more than in the year before. “This shows that istaLEARN has established itself and is popular with our colleagues,” says a delighted product owner Leonie Hörcher.

Integration of ista Customer Service

Last year, our sister company, ista Customer Service GmbH (iCS), was integrated in istaLEARN. Since then, our 500 colleagues at iCS have also been able to benefit and take part in training courses.

Automation and refinement

Apart from providing further learning content, one of the main aims is to optimise and automate processes. A new addition is an onboarding program for all new employees in Germany, which comprises an e-learning unit, registration for the Welcome Day and the option to access presentations on specialist topics. All new employees are automatically registered. This program is an important extension to the learning platform and has made its use simpler.

Given the large number of courses and training content to be prepared, ista would like to implement an author tool as soon as possible. This tool forms the basis for creating high-quality e-learning courses in-house and ensures that content is presented in a standardised format and layout.



Clear concepts and vision

Management at ista

Our Leadership Academy in Germany got off to a successful start in 2023. ista wants to establish a common understanding of leadership as a basis for selecting and subsequently developing potential candidates. To this end, we have standardised processes for selection and onboarding of management roles.

Communication and feedback

For example, last year we introduced two new standard training programmes for the onboarding of all managers in Germany. The special focus is on communication, feedback and conducting performance reviews. In addition, all first-time managers go through a training programme (LEAD and Team Leader programmes) to develop general leadership skills such as recognising and managing different types of personality, conversation techniques for a coaching leadership style and understanding team dynamics.

In future, the training programmes are also to be rolled out step by step internationally. A first international run of the LEAD programme is already being held in Spain this year.

Management in an agile organisation

As a part of the agile transformation in Germany, last year special focus was placed on agile leadership roles: the learning needs were identified for each role, such as Tribe Lead, Chapter Lead and Product Owner, and learning journeys created. These cover both basic training and content specially tailored to the particular role.

A train-the-trainer concept was chosen as the method of implementation. The advantage: the respective teams could already conduct the training sessions held in April 2024 entirely on their own.

Time out from the job

Flexible working time models at ista

Since 2019, anybody who has been in permanent employment at ista in Germany for at least three years can take up to three months off work. Sabbaticals are popular and the teams affected willingly give their support to make things work.

The trend towards more flexible working time models also offers employees at ista a better work-life balance. What's more, the offer of a sabbatical is also playing an increasingly important role in recruiting.

Tanking up on energy away from work

"We introduced the sabbatical to offer employees further ways of recharging their batteries away from daily working life and give them a work-life balance," says Antje Wiedemuth, Head of Corporate Human Resources at ista. "Colleagues can and should spend time doing things completely unrelated to their job, be it travelling, further training or a private project – and then come back stronger and more motivated. So far, our experience with this idea has only been positive and it is very popular."

A sabbatical can last one, two or three months. Employees wanting to take time out prepare for their sabbatical in a saving phase. During the saving phase and the subsequent period of leave, their salary is reduced by a certain amount – depending on which sabbatical model and saving period they choose.



Sabbatical increasingly popular

In 2023, ten employees at ista in Germany seized the chance to take time out. And the number is increasing. In the next two years, 24 employees will, in all probability, be taking a sabbatical.

“We introduced the sabbatical to offer employees further ways of recharging their batteries away from daily working life and give them a work-life balance. So far, our experience with this idea has only been positive.”

Antje Wiedemuth,
Head of Corporate
Human Resources



Partners and society



Clearly we have to keep delivering new solutions because our challenges are constantly growing.

With our commitment and smart apps like the ista Heiz-O-Meter, we want to help preserve the world for future generations. We're on it!

Maria Glukhova-Arndt, Manager User Experience Design, and **Julia Stäck**, Manager Corporate Communications





Passing on knowledge

As a company, ista does not simply attach great importance to ensuring that our own employees have extensive specialist knowledge, we also share our expertise with our partners. For example, our colleagues in Luxembourg hold up to 20 training courses a year for specialists such as heating engineers and engineering firms. In 2022, a further offering specially designed for junior staff was added to this programme.

In January 2024, four apprentices were trained on the premises of a firm of heating engineers. “Among other things, we explain to the apprentices how devices such as heat meters and heat cost allocators work, explain metering concepts and provide insights into the markets,” says Joachim Colles, Country Manager ista Luxembourg. “In this way, we help to give young people sound training and also make sure our company retains brand visibility.”

Donation to make children’s dreams come true

Every year at Christmas, ista Austria gives a donation to social organisations. In 2023, 5,000 euros went to “Stiftung Kindertraum”, which makes wishes come true for sick and disabled children. Our Austrian colleagues also donated another 3,000 euros to the “everwave” organisation, which has set out to free watercourses worldwide from waste, especially plastic waste. The collected waste is also recycled sustainably.



Wind power for the climate

We want to achieve the net-zero target at ista by 2030. At present, we cannot completely avoid emissions. Therefore, we make a financial contribution to protecting the climate and buy carbon credits for projects of the First Climate initiative. In 2023, we supported a wind power project in India and a climate protection project in Uganda.

In India, a climate project involves the installation of 100 wind turbines in several villages in the Kutch district of Gujarat. This will generate around 348 GWh of electricity per year, which – based on the average per capita consumption in India – will supply around 435,000 people. The project in Uganda promotes the spread of energy-efficient cookers, which enable fuel savings of 35 to 50% compared with traditional open fires and therefore help to avoid CO₂ emissions.

Playing golf for a good cause

Every year, our German sales team organises a charity golf tournament. All entry fees and other donations go the non-profit association GOFUS and its project “PLATZ DA!”, which provides funding for the construction of playgrounds and football pitches for children and young people. 76 representatives from the real estate industry took part in the event held in August 2023. This raised donations totalling 10,150 euros. Big-hearted gesture: one customer rounded the money up to 20,000 euros.

“This is our way of giving something back to society,” Germany’s CSO Detlev Bruns stresses. “The fact that we have managed to do this for over 15 years now fills me and our whole team with pride.” A playground in Ahrweiler was extended in September 2023 – with the sum that the 2022 tournament brought in. That region was particularly badly hit by the flooding in 2021.





Rolling up our sleeves!

Total commitment on the Corporate Volunteering Day

Collecting litter, painting rooms, doing handicrafts with nursery school kids: 82 ista employees from Head Office put their heart and soul into the Corporate Volunteering Day 2024.

In nine different projects, they worked for several hours at various locations in Essen – the home of our Head Office. Several teams were deployed at nursery schools of VKJ, Verein für Kinder- und Jugendarbeit. There their work included painting walls and getting the outdoor facilities spick and span. Our employees also did handicrafts with the little ones.

Social engagement in nursery schools

ista volunteers also trained pre-school kids to be “energy detectives” (see also p. 31). Under their guidance, the little ones went in search of energy guzzlers in the building. At the end, they were given an ista certificate with more tips on how to save energy at home.

Oliver Schlodder, Group CSO ista SE, was also involved in this project: “The little ones particularly loved getting to work themselves, creating and tracking down “crime scenes”. I am delighted that we can get kids excited about saving energy at such a young age.”

306 hours of voluntary work

While some groups were working in the two nursery schools, others were out in the south of Essen, removing litter from streets, car parks and green areas. In the spirit of “All for zero waste”, the employees used tongs, gloves and rubbish bags to keep the city clean – and were not put off even by the rain showers.

In total, Head Office staff chalked up 306 hours of voluntary work on that day. The previous year it was 272 hours.



Facilitating employee engagement

We accept social responsibility and champion social and ecological causes. In this spirit, we also encourage our employees to get actively involved and enable them to do at least 5,000 hours of volunteering a year. We well exceeded this target in the 2023 reporting year with a total of 5,156 hours worked.



“ For us, volunteering is part of our corporate identity. Together, we want to make a contribution to promoting and strengthening our region – a contribution also with future generations in mind.

Jacek Styczen,
CEO ista Customer
Service Poland



Supporting society together

How ista colleagues volunteer in France and Poland

It is not only in Germany that ista employees get involved at an annual Volunteering Day. Our colleagues in France also regularly take part in special events. In December 2023, 61 of them came together to volunteer for society at five different events. A total of 366 hours of community service were worked; on average, each colleague donated six hours of their time.

It was all about hands-on work in both Île-de-France and Lyon. For example, some colleagues helped the homeless: ista employees landscaped the outdoor area of an

emergency shelter, built a new garden shed there and much more.

Commitment against wasting resources

Other colleagues got involved in a local recycling centre where, for example, items of clothing and objects are recycled to give them a second life and conserve resources. In the adjacent bicycle workshop, Laurent Sireix, Country Manager France, offered his skills and repaired several bicycles.



There were also various other activities, for example in a facility for orphans. Here, our colleagues made sustainable Christmas decorations together with the children.

Poland says “Yes, We Care!”

Our colleagues at ista Customer Service in Poland also regularly volunteer for the good of the environment and society. Our subsidiary has launched its own programme to promote this commitment: “Yes, We Care!”

In 2023, this volunteering programme saw the completion of 13 different projects, involving a total of 248 employees, who put their heart and soul into the work. For example, Christmas decorations were made at the Gliwice site in December, which were then sold by a foundation for autistic children at its own Christmas market.

Commitment to people in need

In the southern Polish city of Zabrze – near Gliwice – a team of ista volunteers got involved in a church community room for people experiencing hardship. On two evenings, they volunteered to serve meals to around 150 people in need – just two examples of the strong commitment of ista Customer Service Poland.



Full charge

How ista is expanding the EV charging infrastructure internationally

The transport sector plays a key role in climate protection legislation in Germany and the EU. The transformation to emission-free mobility is a decisive factor if the CO₂ targets set here are to be achieved.

To make the switch to electric vehicles as easy and convenient as possible, ista is installing charging stations for electric vehicles in commercial and residential buildings in various European countries. One of our most important markets is the United Kingdom, where ista and its partner Drax have equipped a total of 36 commercial properties with over 70 charging stations since 2021. Our customers include various large hotel chains and a supermarket chain with stores across the country.

Smart charging in France

In France, we are also supporting customers from industry, commerce and the housing sector with our e-mobility solutions on their way to a carbon-neutral future. In the residential sector, we are working with our partner Qovoltis. Under the brand name “ista powered by Qovoltis”, over 95 charging stations have been installed in apartment buildings since 2022 – an average of ten per residential building.

The smart Qovoltis software optimises charging in real time by adapting the charging speed and power to the user’s schedule as well as the availability of electricity and electricity prices. The charging solution for electric vehicles is conveniently managed via a mobile app.



Full-service offering in Germany

In Germany, we also offer EV charging stations for commercial properties in collaboration with various partners. Pilot projects with the Adagio hotel group in Munich, Hamburg and Stuttgart have already been implemented or are in the planning stage. Since the beginning of August 2023, our charging stations have also been installed in the underground parking garage of the Titanic Chaussee Berlin. “With our service, we were able to offer the owner a complete package – from planning and installation to billing,” explains Robert Buch, project engineer within ista’s Commercial & Industrial (C&I) Tribe.

Customers particularly appreciate the direct connection to other ista services, for example to MinuteView via an interface. Another advantage is the different billing and payment methods, which can be flexibly selected by the customer. “In addition, the installation and configuration of the wallboxes can be highly customised. We take care of this as a full-service provider.”

>95

charging stations have been installed by ista and its partner Qovoltis in French apartment blocks since 2022.

Energised for young people

Our “ista in school” programme already starts in nursery school

We are convinced that it is particularly important to encourage the next generation to use energy sensibly – whether it be electricity, hot water or space heating. This is why we launched “ista in school”. For more than seven years now, we have been visiting schools and nursery schools to educate about energy consumption in buildings and homes.

Different modules

To appeal specifically to different age groups, “ista in school” consists of different modules. The “Energy detectives” programmes are designed for nursery and primary school children and our “Climate hour” for secondary school kids. Here is where our employees come into play (see next page). The programme is rounded off by so-called climate packages developed in cooperation with Verein BildungsCent as well as regular laptop donations.

The climate package programme brings climate protection to 1,000 schools and educational institutions throughout Germany. Over the course of the school year, the schools receive six free climate packages, which are based on the sectors of the Federal Climate Change Act: energy, buildings, transport, agriculture and forestry as well as industry.



“Buildings” climate package

ista sponsors the “Buildings” package, which we helped to develop with our expertise in energy efficiency in buildings and support financially. By using materials in this climate package, including thermometer cards, radiator bleed keys and an infrared thermometer, the pupils can actually get to work saving energy in their schools. In this way, they can engage with the topic of energy in a fun way and, at the same time, understand what contribution they themselves can make.

“ We are not simply flying the flag for sustainability; we are also taking concrete action to achieve our vision of CO₂-free buildings in addition to providing our range of products. The consistently positive feedback from schools and nurseries shows that we have chosen exactly the right target group.



Vivien Eschmann, who is responsible for the “ista in school” project

Climate protection on the curriculum

How we sensitise the youngest in our society to energy wastage

Teaching nursery and primary school children about energy wastage – can that work? Indeed it can, as our “Energy detectives” programme has been demonstrating for the last seven years.

The “Energy detectives” concept was initially developed by ista together with an education specialist. The objective:

to sensitise children to climate change through play. In this programme, the little ones learn to identify energy wastage and devise suitable ways of saving energy. They learn how they themselves can take sustainable action in their daily lives by working together to develop simple tips for saving energy.



Kids become energy detectives

Why should we make sure that we waste as little energy as possible? What can we do in our own environment to save energy? The kids answer these and other questions and become energy detectives themselves during the 90-minute lesson. One group creates their own “crime scenes” and simulates scenarios where energy is wasted. A second group then has to track down this wastage.

They are accompanied by ista employees – volunteers who get involved in the programme during their working time, share what they know about energy and get the little sleuths keen to save energy.

Pupils do the heating check

In contrast to nursery and primary school kids, teenagers can already have more influence on energy consumption in their surroundings, for example in their own room at home or at school. This is where the “Climate hour” programme comes in. The objective: to raise young people’s awareness of energy wastage and show them practical ways to save energy in their homes.

Our employees also get involved here, too. As corporate volunteers, they visit secondary schools, talk about energy efficiency in buildings, give tips on how to save energy, track down energy wastage with the pupils, and do the heating check with them.

90 minutes of energy knowledge

The programme is aimed at 8th – 9th graders and designed to fill a 90-minute lesson. David Berg, Technical Support specialist at ista in Berlin, has already taught the programme at a school. He really enjoyed the switch from the desk to a classroom: “I believe the children understand that we don’t have a second earth to pull out of a hat. And I hope we were able to show them that every little helps.”

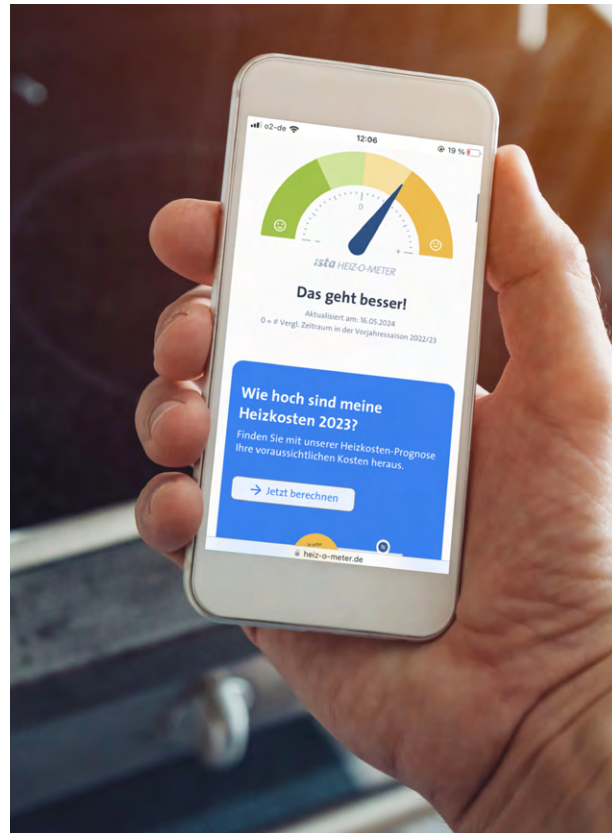


The programme is so successful in Germany that ista is now going for an international roll-out: in 2024, the “Climate hour” will also be tested at other locations. The pilot countries are Spain and Poland.

Clarity for the heating transition

ista Heiz-O-Meter shows how Germany really heats

Until recently, Germany was practically flying blind as regards space heating. The answer was only revealed when the annual consumption bills were issued many months after the end of the heating period. Much too late to have any influence on consumption. Since December 2023, that has all changed.



ista has developed a completely new tool that already makes current heat consumption transparent during the actual heating period in Germany, in each German state and in the 20 biggest cities: the ista Heiz-O-Meter. It is a free and ad-free web app that shows at a glance how Germany is currently heating. Our tool gives consumers, for the very first time, the chance to base their heating behaviour on the current consumption trend.

Greater transparency with ista data

The Heiz-O-Meter uses aggregated data from some 350,000 German homes with a total of some two million ista digital metering devices. Together with the statistics expert Prof. Dr Walter Krämer from Dortmund University, we have ensured that the data reflect a representative cross-section of Germany's housing stock.

“Thanks to our broad database covering the whole of Germany, we can stop the nation flying blind when it comes to space heating. With our ista Heiz-O-Meter, we can use this data to show, for the first time, exactly how much heating energy is being used during the current heating period,” said ista CEO Hagen Lessing at the German premiere of the ista Heiz-O-Meter in the Reichstag building in Berlin.

The Heiz-O-Meter, which provides transparency on heating energy consumption in real time, attracted great interest from political decision-makers in Berlin. The launch of the Heiz-O-Meter in December 2023 also enjoyed plenty of media attention. Many German top-tier media – from Spiegel to tagesschau.de – reported on and discussed the numbers revealed by the new ista app and what they say about heating behaviour in Germany. But it is not just the classic media that are picking up on this new transparency - people are also talking about the Heiz-O-Meter in social networks. In the first four weeks after the launch alone, ista posts on X and LinkedIn got some 160,000 impressions.

Heiz-O-Meter creates real added value

This new transparency creates added value for a wide variety of target groups: consumers get up-to-date, well-founded information on the heating behaviour of different German states and cities in comparison

and can use this as a guide for their own behaviour. So the Heiz-O-Meter can play a part in helping people to heat more sensibly and so keep their heating costs in check. After all, saving energy is still the best way of avoiding CO₂ emissions. Landlords can compare their properties with average consumption figures and identify early indicators of higher costs.

The Heiz-O-Meter can serve as an early warning system for politicians. If consumption increases disproportionately and there is a risk of a critical supply situation, they can take early counteraction on the basis of our data.

More information at www.heiz-o-meter.de



Clearly making an impact

How we have uncovered a treasure trove of data through teamwork

➔ [More about this in the ista Content World](#)

For clarity in the supply chain

Implementation of the Supply Chain Due Diligence Act

The Supply Chain Due Diligence Act came into force in Germany in 2023. “It obligates companies in Germany to respect human rights by implementing defined due diligence obligations,” as the Ministry of Labour and Social Affairs states on its website. As of 1 January 2024, the law applies to companies with at least 1,000 employees in Germany – and therefore also to ista.

The German government defines the objective of the Supply Chain Due Diligence Act (LkSG) as follows: “To improve the international human rights situation through responsible supply chains”. The focus is on minimising the risk of human rights violations, for example child labour. Another aspect is the identification of potential environmental risks such as the import and export of hazardous waste.

Nine due diligence obligations for companies

The law specifies nine due diligence obligations that companies like ista must fulfil. Setting up complaints channels for people who are part of the supply chain and regular reporting on supply chain management are also some of the legal requirements.

At ista, the LkSG has already been very much on our radar since 2022. Compliance, Procurement and the Legal department conducted a gap analysis and identified the main risk pitfalls in our supply chains. In 2023, we used software to screen all suppliers used by the Procurement department for their industry and country risks, including 280 direct suppliers, for example hardware and battery manufacturers, 2,700 indirect suppliers as well as other service providers such as IT providers.

Targeted preventive and remedial measures

“As expected, the results of the screening are reassuring. In the few cases where we identified a potential abstract risk, we are now analysing in greater depth and, if necessary, will introduce targeted preventive and remedial measures in consultation with the supplier,” Compliance Officer Clemens Blettgen explains. All suppliers of our international country organisations are also being analysed and assessed with regard to their potential risk.

“We see the Supply Chain Act as an important part of a responsible global economy – not just as a legal obligation but as an opportunity to make our supply chains even more transparent, minimise potential risks and make a positive contribution to a more sustainable future in this area as well,” says Blettgen.



ista appoints Human Rights Officer

As part of the implementation of the Supply Chain Due Diligence Act (LkSG), it is necessary to define certain responsibilities within the company in order to monitor compliance with due diligence obligations. This includes the appointment of a Human Rights Officer.

Günther Meggeneder, Head of Corporate Internal Audit & Compliance, took on this role at the beginning of the year.

His tasks are to:

- independently monitor proper implementation of the LkSG,
- continually improve the LkSG processes and
- minimise the human rights and environmental risks at ista.

Key figures

Markets

Size of the organisation ✓

in € m	2023	2022 ¹	2021
Companies	44 in 20 countries	40 in 21 countries	41 in 21 countries
Sales	1,171.4	1,054.2	971.4
Total capitalisation	4,059	4,088	4,041
– of which liabilities	3,884	3,899	3,888
– of which equity	175	189	153
Total investment (CAPEX)	156.7	135.1	148.0

¹ Some figures for 2022 have been adjusted.

Acquisitions and sales in 2023:

- Acquisition of Habidat Smart Buildings S.L., San Sebastian, Spain
- Acquisition of GEMAS GmbH Gesellschaft für Energiemess- u. Auswertesysteme, Markgröningen, Germany
- Acquisition of remaining shares in objego GmbH, Essen, Germany
- Acquisition of Techem Energy Services LLC, Dubai, United Arab Emirates
- Establishment of ista Technologies Poland Sp. z.o.o., Gliwice, Poland
- Establishment of Verbund Messen und Abrechnen GmbH, Essen, Germany
- Sale of facilioo GmbH, Berlin, Germany
- Liquidation of ista Rus o.o.o., Moscow, Russia

in 2022:

- Acquisition of Gert Malik e.U., Lebring, Austria
- Acquisition of OSN Office Service Nord GmbH (OSN), Meldorf, Germany
- Acquisition of calexa GmbH & Co. KG, Böblingen, Germany
- Acquisition of Comptage Immobilier Duran Midi Pyrénées S.A.S., Rouffiac-Tolosan, France
- Establishment of ista Doha trading and contracting W.L.L., Doha, Qatar
- Sale of ista Metering Service FC, Minsk, Belarus

in 2021:

- Acquisition of Comptage Immobilier Duran S.A.S., Maraussan, France

* Audited key figures are marked with the symbol ✓. More on this on p. 39.

Percentage of radio-based devices in Germany ✓

in per cent	2023	2022	2021
Percentage of radio-based devices ¹ in Germany	54.6	48.1	43.1

¹ Number of properties with fully remotely readable devices in Germany divided by the total number of properties with heating cost billing in Germany.

Customers' footprint from heating cost billing in Germany¹

	2022	2021	2020	2019
Total emissions of ista customers [in t CO ₂ -eq]	7,531,493	8,764,369	8,131,128	8,121,971
– of which emissions from hot water production [in t CO ₂ -eq] ²	1,342,015	1,446,843	1,453,420	1,397,022
– of which emissions from heating energy [in t CO ₂ -eq] ²	6,189,478	7,317,526	6,677,709	6,724,949
› Change from base year 2018	-7.90%	8.89%	-0.63%	0.07%
› Heating energy emissions per billed unit [in t CO ₂ -eq / billed unit]	1.41	1.67	1.54	1.57
› Change from base year 2018	-10.76%	6.05%	-2.60%	-0.81%
› Heating emissions per heated area [kg CO ₂ -eq / m ²]	24.08	28.09	26.15	26.44
› Change from base year 2018	-9.53%	5.52%	-1.76%	-0.67%
› Heating emissions climate-adjusted per heated area [kg CO ₂ -eq / m ²]	28.53	29.72	30.52	30.56
› Change from base year 2018	-8.55%	-4.74%	-2.17%	-2.07%

¹ The figures for 2023 are not yet available as most of the heating cost bills are not available until the end of the following year.

² The CO₂ emission figures of ista properties were extrapolated to represent the total number of properties in Germany. Our target is a 20% reduction compared with the 2018 figure, which corresponds to a target of 25 kg CO₂-eq/m² in 2030.

Environment ✓

Consumption of electricity and heat within the organisation

in gigajoules	2023	2022	2021
Total electricity consumption	19,751	15,670	17,469
– electricity from the power grid	5,824	4,234	9,972
– electricity from renewable energy sources	13,927	11,436	7,497
Total heating energy	17,503	17,527 ¹	18,650
– of which gas	12,795	11,431 ¹	11,815
– of which heating oil	132	173 ¹	821
– of which district heat	4,576	5,923 ¹	6,014

¹ In this report we have adjusted some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.

Energy intensity

in gigajoules	2023	2022	2021
Energy consumption ¹ per employee	22.2	20.1	20.8

¹ This figure includes all energy consumption (electricity, heat and road fuel).

Use of electricity from renewable energy sources

in per cent	2023	2022	2021
Percentage of electricity from renewable energy sources in total electricity consumption	70.5	73.0	42.9

Fuel consumption of vehicles within the organisation

	2023		2022		2021	
	Gigajoules	Litres	Gigajoules	Litres	Gigajoules	Litres
Total fuel consumption	93,473	2,651,100	82,563 ¹	2,331,411 ¹	78,570	2,211,577
Fuel company fleet	93,047	2,638,759	82,376 ¹	2,325,834 ¹	78,131	2,199,029
– of which diesel	78,618	2,192,558	72,999 ¹	2,035,861 ¹	71,528	1,994,834
– of which petrol	14,430	446,201	9,377	289,974	6,603	204,195
Fuel rented vehicles	426	12,341	187	5,577	438	12,548
– of which diesel	274	7,637	67	1,865	331	9,231
– of which petrol	152	4,704	120	3,712	107	3,317

¹ In this report we have adjusted some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.

Greenhouse gas footprint (scope 1-3)

in tonnes of CO ₂ equivalents	2023	2022	2021
Total GHG emissions	8,479 ³	7,383 ¹	7,555
GHG emissions per FTE ²	1.44	1.32 ¹	1.37
Scope 1: Direct GHG emissions	7,196	6,390 ¹	6,170
– Gas	720	643 ¹	665
– Heating oil	10	13	61
– Company fleet	6,466	5,734 ¹	5,444
Scope 2: Indirect energy-related GHG emissions	682	630	1,264
– Electricity	556	433	1,074
– District heat and cooling	126	196	191
Scope 3: Further indirect GHG emissions	600	363 ¹	120
– Rented cars	8	3	8
– Air travel	296	134 ¹	36
– Rail travel	296	225	76

¹ In this report we have adjusted some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.

² Full-time equivalent

³ Deviation in the sum total of individual figures due to rounding



Change in greenhouse gas emissions (changes in absolute terms compared with the previous year)

in tonnes of CO ₂ equivalents	2023	2022	2021
Total change	+1,096	-187 ¹	-214
– Heating energy	+4	-79	+126
– Vehicle fleet	+732	+290 ¹	+48
– Electricity	+123	-641	-295
– Business travel	+237	+243 ¹	-93

¹ In this report we have adjusted some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.

Greenhouse gas emissions from the logistics chain (up and downstream)

in tonnes of CO ₂ equivalents	2023	2022	2021
Total greenhouse gas emissions in the logistics chain	2,476	1,751	2,405
– Air freight	1,762	1,190	1,918
– Sea freight	340	211	203
– Road freight	374	350	284

Water consumption

	2023	2022	2021
Total amount of water withdrawn (in m ³)	24,952	15,643 ¹	18,162
Amount of water withdrawn (in litres per FTE)	4,242	2,790 ¹	3,291

¹ In this report we have adjusted some of the key figures for the previous years as the consumption figures were not yet available for all branches on the publication date.

Employees* ✓

Total number of employees by employment contract and type of employment¹

	2023	2022	2021
Total number of employees	6,607	6,248	5,935
– full-time employees with permanent contracts	5,955	5,587	5,101
– part-time employees with permanent or fixed-term contracts	652	659	834

¹ Excl. apprentices.

Age structure of the workforce¹

	2023	2022	2021
19 and under	34	18	3
20–29	891	903	745
30–39	1,972	1,826	1,751
40–49	1,626	1,453	1,309
50–59	1,132	1,104	1,054
60 and over	300	276	239
Average age at ista ²	40.0	39.3	39.8

¹ Excluding apprentices, only full-time employees with a permanent contract.

² Excluding apprentices, including full-time and part-time employees (with a permanent or fixed-term contract).

Workforce by gender and type of employment¹

	2023			2022			2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total workforce (full-time, permanent contract)	3,027	2,928	5,955	2,773	2,807	5,580	2,513	2,588	5,101
– of which employees	2,851	2,863	5,714	2,616	2,743	5,359	2,280	2,514	4,794
– of which management	176	65	241	157	64	221	233	74	307

¹ Excluding apprentices, only full-time employees with a permanent contract.

* All figures refer to the extended ista Group, cf. definition of the frame of reference on p. 39.

Sickness rate

in per cent	2023	2022	2021
Extended ista Group	3.30	4.91	4.39

¹ Different data was collected when recording long-term sickness days in Belgium, which means that the sickness rate reported here also includes long-term sickness days in Belgium of more than 6 weeks and up to one year

Years of service, turnover by reason for termination and recruitment rate

	2023	2022	2021
Average number of years of service at ista	9.09	9.27	9.25
Termination by employee	378	503	342
Termination by ista	266	214	167
End of fixed-term contract, retirement, seasonal termination or similar	100	116	138
Total turnover	744	858	647
New recruits	1,080	1,075	728
Turnover rate ¹	11.9%	14.2%	11.1%

¹ Total number of departures divided by total workforce (minus total number of new recruits plus total number of departures).

Work-related accidents per 100,000 hours worked (frequency rate)

	2023	2022	2021
Frequency rate ¹ – total accidents	1.33	1.02	0.87
Frequency rate ¹ – accidents with lost time ²	0.43	0.42	0.44

¹ Frequency rate = number of accidents at work x 100,000 / hours worked.

² Accidents that led to an employee being absent for more than three shifts. Commuting accidents are not included.

Society

Key memberships and cooperation partners

We are involved in a large number of networks in working groups and technical committees in order to actively shape progress on current social, political and ecological issues:

- Bundesfachverband der Immobilienverwalter e. V. (BVI – Federal Association of Property Managers)
- Bundesverband der Energie- und Wasserwirtschaft (BDEW – Federal Association of the Energy and Water Industries)
- Bundesverband Freier Immobilien- und Wohnungsunternehmen (BFW – Federal Association of Independent Real Estate and Housing Companies)
- Bundesverband für Energie- und Wasserdatenmanagement (bved – Federal Association for Energy and Water Data Management)
- Bundesverband Informationswirtschaft, Telekommunikation und neue Medien e. V. (Bitkom – German Association for IT, Telecommunications and New Media)
- Deutsche Unternehmensinitiative Energieeffizienz e. V. (DENEFF – German Industry Initiative for Energy Efficiency)
- Deutscher Verband für Wohnungswesen (DV – German Association for Housing, Urban and Spatial Development)
- Die Wohnungswirtschaft Deutschland (GdW – Umbrella Organisation of the German Housing Industry)
- Europäischer Verein zur verbrauchsabhängigen Energiekostenabrechnung e. V. (E. V. V. E. – European Association for Energy Cost Allocation)
- Initiative Corporate Governance der deutschen Immobilienwirtschaft (ICG – Corporate Governance Initiative of the German Real Estate Industry)
- Initiativkreis Ruhr
- Internationaler Controller Verein e. V. (ICV – International Association of Controllers)
- UN Global Compact (UNGC) & Global Compact Netzwerk Deutschland (UN GCD)
- UPJ e. V. (German Network of Engaged Companies and Non-profit Intermediary Organisations)
- Verband der Immobilienverwalter Deutschland (VDIV – Association of German Property Managers)
- Wirtschaftsforum der SPD e. V. (Business Association of the SPD)
- Wirtschaftsinitiative Smart Living (WISL – Business Initiative Smart Living)
- Wirtschaftsrat der CDU e. V. (Economic Council of the CDU)
- Wirtschaftsvereinigung der Grünen e. V. (Economic Association of the German Green Party)
- Zentraler Immobilien Ausschuss (ZIA – German Real Estate Trade Association)



About this report

Progress Report 2023/24

The Progress Report 2023/24 is ista's fourteenth sustainability report. At the same time, it represents the progress report for the Global Compact of the United Nations.

Frame of reference

The key environmental and employee figures in this report include, in addition to ista SE, its parent company Trionista SE and its 44 direct and indirect subsidiaries (together the "ista Group"), the following operating companies affiliated via ista Luxembourg S.à r.l.: ista Customer Service GmbH and ista Express Service GmbH. The aforementioned companies are collectively referred to as the "extended ista Group".

Key figures and audit

The key figures regarding the workforce structure were recorded as of 31 December 2023. The specific key environmental figures, on the other hand, are based on the average full-time equivalent (FTE) for 2023.

The key environmental performance figures and the key employee figures for the 2023 financial year were the subject of a limited assurance audit conducted by SGS Institut Fresenius GmbH (SGS). The consolidated financial statements of the ista Group are audited by Deloitte GmbH Wirtschaftsprüfungsgesellschaft. Audited key figures are marked by the symbol ✓ in the tables. The assurance report of SGS can be viewed [here](#).

The proportion of data estimated is 20.23% for electricity consumption, 56.03% for water consumption and 41.3% for heating energy.

In this report, we have adjusted some of the key figures for 2022 as the consumption figures were not yet available for all branches on the publication date of the Progress Report 2022/23. This has resulted in changes to some of the data reported last year. Footnotes have been added to the relevant key figures in the report.

The CO₂ emission factors are based on sources of the International Energy Agency (IEA), the Department for Environment, Food and Rural Affairs (DEFRA) in the UK and the database of the life cycle assessment software (GaBi) of Sphera Solutions GmbH. The emission factors were also applied to the previous years.

When balancing the CO₂ equivalents, we converted the other greenhouse gases emitted (e.g. methane) into CO₂ emissions according to their impact on the climate and then stated them, together with the CO₂ emissions, as CO₂ equivalents.

Editorial note

We at ista value diversity and inclusion. Therefore, in this report we attach great importance to using gender-sensitive language, with which we aim to take account of gender equality and to address and represent all genders in a respectful manner.

The editorial deadline for this report was 31 May 2024. ista's progress report appears annually.



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