




SUSTAINABILITY ACCOUNTS 2020



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HOW TO READ CITYCON'S 2020 REPORTS

Our reporting in 2020 consists of the Sustainability Accounts, the Financial Review and the Corporate Governance Statement. More information on Citycon, our strategy and value creation can be found on the 'Citycon Strategy Review' section on our website. To make the report more reader-friendly, parts of this report, as well as supplementary information and additional case examples, can be found on our webpage. You can recognise the links to this material through this symbol: 



SUSTAINABILITY ACCOUNTS

Describes Citycon's environmental and social performance, as well as sustainability highlights in 2020.



FINANCIAL REVIEW

Covers Citycon's financial performance in 2020, operational key figures, the report by the Board of Directors and the risk management review.



CORPORATE GOVERNANCE STATEMENT

Explains Citycon's structure of governance and the Board of Directors' activities in 2020.

Sustainability issues that matter the most to us are presented in this report under the headline "Sustainability Focus Areas". These are strategically important issues and are featured in our sustainability strategy. Other important sustainability issues are discussed under the headline "Other Cornerstones for a Sustainable Shopping Centre Business". These issues lay the foundation for our sustainable business operations at Citycon but are not featured in our sustainability strategy.

REPORTING FRAMEWORK AND ASSURANCE

These Sustainability Accounts provide information on the sustainability issues that matter the most to us and our stakeholders, based on our materiality assessments. We focus on what we achieved in these areas during 2020. This report was prepared in accordance with GRI (Global Reporting Initiative) Standards Core option. Selected key sustainability indicators have been assured by Ernst & Young Oy. The full list of assured indicators can be found in our GRI tables.



These symbols help us to report our results in a way that is open and easy to understand. The green, yellow and red faces provide a quick overview of the status of our short-term sustainability targets. The symbols should be understood in the context of the targets and comments provided for that action.

MESSAGE FROM OUR CEO

I want to start out by saying a heartfelt and strong Thank You to everyone working at Citycon, and particularly to our operational teams. Last year was a challenging year for us, the industry and society as a whole. It was defined by the COVID-19 pandemic, which changed many of our plans and all our lives in one way or another. It truly was a year of uncertainty for our business and the industry, and our financial performance was impacted. We had to make difficult business decisions in many instances and many of our tenants have had challenging times. During the last part of the year we saw the longest strike of security personnel in Norway ever, adding to the workload of our operational teams. COVID-19 has also affected our everyday work and our personal lives. We have changed the way we work, live and communicate. It is important to be aware that we are not out of the woods just yet. Despite access to vaccines many of the countries we operate in are experiencing new waves of the pandemic.

Despite a challenging year, we did perform relatively well. First and foremost, we managed to keep our own personnel, tenants and shopping centres safe throughout the year. Hand sanitizers, increased focus on cleaning, and communication on social distancing and the use of face masks, as

well as adjusting to different restrictions, have all become commonplace in our centres during the year. Towards our tenants and customers, we worked hard to support them through various measures. Throughout the year we have reached out to the communities at our centres by supporting some of those who are most vulnerable and those in need. We have organized delivery systems for items purchased at our centres, supported families and the elderly in many ways. We have also brought some fun to the restricted everyday lives through, for example, outdoor drive-in movies at our centres. Most recently we have offered our properties as vaccination stations to local municipalities.

Although 2020 changed the immediate priorities of our sustainability work, making safety the most important issue, it has not changed our commitment to energy efficiency, decreasing carbon emissions and striving to engage with local communities and especially support youth where we operate. I am glad to see that we did progress towards our sustainability targets, though not at the pace and span we planned.

We will continue to act responsibly and strive to minimize our environmental impact. We will continue to environmentally



Although 2020 changed the immediate priorities of our sustainability work, making safety the most important issue, it has not changed our commitment to energy efficiency, decreasing carbon emissions and striving to engage with local communities and especially support youth where we operate.”



F. Scott Ball, CEO

certify our shopping centres, make them easy to visit by low carbon means of transport and we will continue to work with green financing. We do this because a sustainable business is also a good business. Energy efficient and environmentally certified buildings are high-quality buildings with low operating costs. Access by public transport, cycling and electrical vehicles means stable customer flow. Using renewable energy and supporting local communities means investing in a more stable business environment.

In May, we updated our short-term sustainability actions, which tell us what we should achieve during the next few years, and signed the Net Zero Carbon Buildings Commitment, emphasizing our continuous commitment to using only green energy at our properties by 2030. I am very happy to see that we increased our energy efficiency by 4% since 2019 and achieved our target of decreasing energy consumption by 15% since 2014. We have also continued to decrease our climate change impact, both measured in absolute numbers and in intensity.

Sustainability is also present in how we plan to develop the company and our assets in the future. We have identified significant opportunities to develop

residential buildings attached to our centres and we intend to carry out this mixed-use development strategy throughout the coming years. This means that our assets will, to a larger extent, offer much more than shopping. We will offer services, both public and private as well as healthcare, libraries, kindergartens etc. and combine this with residentials, hotels and offices. All these developments will be strongly connected to public transportation and will be environmentally certified. A denser city structure with services and everyday retail connected to public transportation is in line with creating sustainable communities. Our first example of this strategy in action is Lippulaiva development in Espoo, Finland. Lippulaiva will connect eight residential towers with a shopping centre housing both everyday necessities as well as public services and a kindergarten. The centre also houses a metro and bus station and will be run entirely on green energy from the first day of operation.

At Citycon, we believe that operating sustainably is a key cornerstone in creating long-term value. This is more important than ever in challenging times. We do not build and operate buildings; we develop and manage areas where businesses and people can thrive.



A sustainable business is also a good business. Energy efficient and environmentally certified buildings are high-quality buildings with low operating costs. Access by public transport, cycling and electrical vehicles means stable customer flow. Using renewable energy and supporting local communities means investing in a more stable business environment.”

STRIVING FOR EXCELLENCE IN ACTION

Climate change is the biggest challenge of our time. Citycon wants to have a positive impact on people, communities and the environment. “Excellence in action” is present in what everyone at Citycon does every day. We want to make best sustainable practices the norm throughout the company, so that successes are shared and adopted.

Citycon’s updated Sustainability Strategy was adopted at the beginning of 2018 with the objective of defining clear and justified sustainability priorities that create value for us as well as our stakeholders. Our priorities combine business relevance and the most important sustainability issues for our stakeholders, the environment, and the communities we operate in. Our Sustainability Strategy sets long-term main objectives that span to 2030 as well as strategic actions that are updated every three years and will guide us in achieving the main objectives.

We combine climate, environmental and social objectives and have selected indicators that enable close monitoring of performance in those areas. By setting objectives both for the short-term and for 2030, combined with regular updates of the objectives in our sustainability strategy, Citycon prevents becoming locked in the choices made and can include the latest develop-

ments in environmental and social impacts. By adopting a participatory approach in the areas where we operate, Citycon includes local stakeholders and their knowledge in our sustainability policies.

In May 2020, we updated our short-term strategic sustainability actions that we aim to achieve during the next three to five years. The outbreak of the Covid-19 pandemic has had a substantial impact on our business and our sustainability actions. It has shifted our immediate efforts towards securing the health and safety of our visitors and tenants and has postponed several planned sustainability actions that require travel from our sustainability team as well as service providers. Although the uncertainties following the pandemic are reflected in our strategic actions, we remain committed to ambitious sustainability targets and see no need to change our long-term main objectives.



MORE INFORMATION

A description of how we create value can be found in our financial review on [page 8](#).







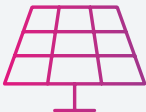


READ MORE

Our full Sustainability strategy is available online at www.citycon.com/sustainability/creating-value-through-sustainability.



SUSTAINABILITY KEY FIGURES

<p>-73%</p> <p>GREENHOUSE GAS INTENSITY FROM BASELINE 2014 (KGC0₂E/SQ.M.)</p>	<p> -15%</p> <p>ENERGY INTENSITY FROM BASELINE 2014 (KWH/SQ.M.)</p>	<p> -74%</p> <p>CLIMATE CHANGE IMPACT FROM BASELINE 2014 (TCO₂E)</p>
<p>77%</p> <p>BREEAM IN-USE CERTIFIED SHOPPING CENTRES MEASURED BY FAIR VALUE %</p>	<p> 56%</p> <p>SHARE OF SHOPPING CENTRE WITH YOUTH COOPERATION PROJECTS HELD</p>	<p> 388</p> <p>COMMUNITY ENGAGEMENT EVENTS HELD</p>
<p> 100%</p> <p>SHARE OF SHOPPING CENTRES ACCESSIBLE BY PUBLIC TRANSPORT</p>	<p> 4,374</p> <p>BICYCLE PARKING SPACES</p>	<p> 100%</p> <p>SHARE OF RENEWABLE ELECTRICITY USED FOR OWN CONSUMPTION</p>

LONG-TERM GOALS OF OUR SUSTAINABILITY STRATEGY

With 170 million visitors every year and 40 shopping centres in the Nordic region, Citycon has both a responsibility and an opportunity to have a positive impact on people, communities, and the environment. Citycon's sustainability strategy defines actions and targets which set clear goals for 2030. Our work to reach these goals is guided by the concept "Excellence in action", which refers to our desire to make best sustainable practices the norm throughout the company. Our strategy is built around the priority areas of our long-term sustainability promises:

Carbon Neutral: Using less energy and producing more of it ourselves.

Long-term main objective: Citycon is carbon neutral by 2030.

Accessible: Encouraging green transportation.

Long-term main objective: 100% of assets are connected to public transport, encouraging green ways to visit our centres. By 2030, most of our visitors will visit us by public transport, foot, bicycle, or electric vehicles.

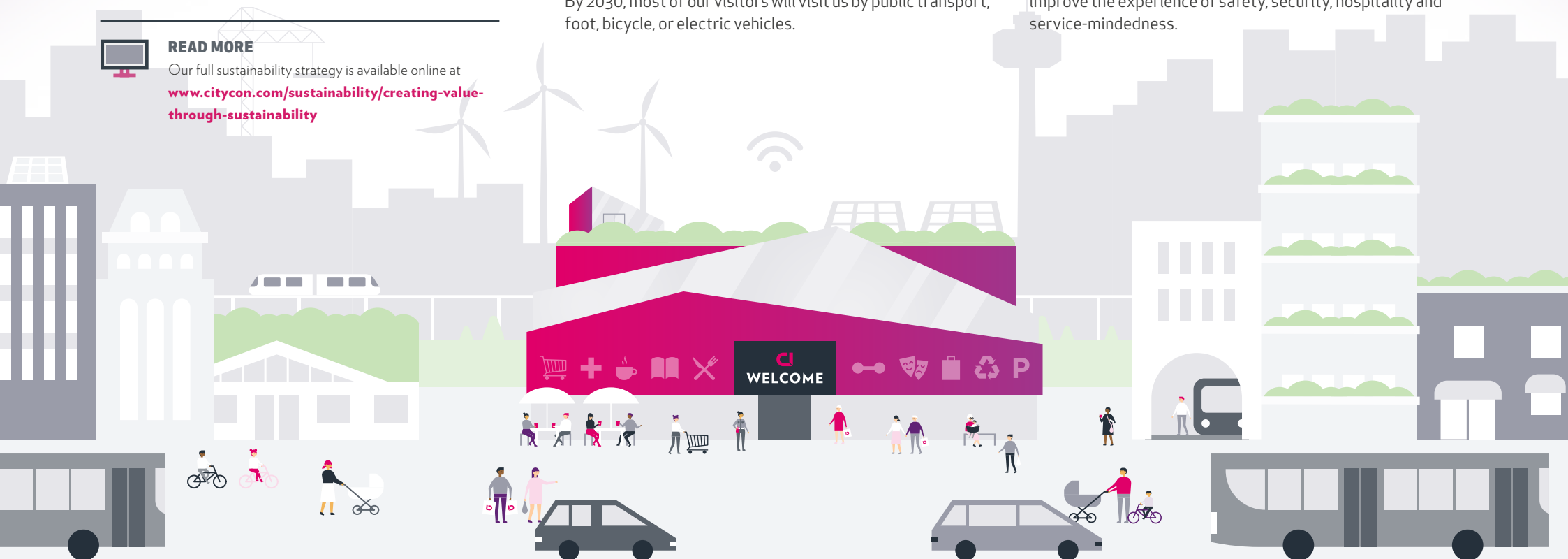
Convenient and Safe: Visitors, customers and personnel all feel right at home.

Long-term main objective: Continuously taking actions to improve the experience of safety, security, hospitality and service-mindedness.



READ MORE

Our full sustainability strategy is available online at www.citycon.com/sustainability/creating-value-through-sustainability



SUSTAINABILITY FOCUS AREAS



CARBON NEUTRAL: USING LESS ENERGY AND PRODUCING MORE OF IT OURSELVES

ENERGY EFFICIENCY AND CARBON FOOTPRINT

Citycon's target is to become carbon neutral by 2030. This means that by 2030 we will have no direct carbon emissions from our own assets and all our purchased energy will be carbon neutral. We aim to achieve this target by energy efficiency measures, increasing our own renewable energy production, cooperating with our tenants for energy conservation and by increasing the share of carbon neutral energy purchased. In 2020, 100% of the electricity bought for own use was green. The central locations and good public transport connections of Citycon's shopping centres also reduce the carbon footprint from the visitors' journey to our centres. Energy consumption in Citycon's properties is mostly indirect consumption (i.e. procured energy). Only two shopping centres are heated by fuels, and this fuel usage is reported as direct energy consumption.

In 2020, Citycon installed one new solar power plant with three additional plants planned for installation in 2021. Rooftop solar power installations have proven to be







CASE

In May 2020, Trio shopping centre in Lahti, Finland responded to the climate challenge of the City of Lahti by becoming an official climate partner of the City. Trio shopping centre aims to reduce its carbon footprint by at least 20% over the next two years. Read more about the climate partnership and emissions reduction plans below.

[READ MORE](#)

Carbon Neutral: Using less energy and producing more of it ourselves

Target 2020	Status 2020
<ul style="list-style-type: none"> Renewable energy production: All assets will produce renewable energy for their own use 	Target not achieved. PV Installations are physically and economically feasible in fewer assets than anticipated. We are carrying out feasibility studies on both geothermal and PV installations in several assets. <ul style="list-style-type: none"> 17 % of assets produced renewable energy in 2020. 
<ul style="list-style-type: none"> Energy efficiency: -15% energy consumption /m² (from 2014 levels) 	Target achieved. Energy efficiency target was met and there are several energy-efficiency projects ongoing. <ul style="list-style-type: none"> 2020: -15% 
<ul style="list-style-type: none"> Green electricity: 100% green electricity. 	Target achieved. All electricity purchased for own consumption has been green since 2018. 
<ul style="list-style-type: none"> Energy investment: 2% of net rental income will be budgeted for value enhancing energy investments 	Target postponed. Due to COVID, all capex expenses at Citycon, were frozen in March 2020. Planned energy investments were postponed. <ul style="list-style-type: none"> Share of NRI used for energy efficiency investments were set at 2,4% according to budget. 

technically and economically feasible in far fewer assets than anticipated, as both load bearing and planned development projects cause uncertainty concerning power plant placements. In 2020, we produced 8,173 MWh of onsite renewable energy at our solar, geothermal and hydrothermal powerplants. During the year Citycon carried out a tendering of electricity purchase for the whole group. As a result, all electricity purchased by Citycon for both own use and tenant's consumption will be green electricity from the beginning of 2021.

During the year, the Covid-19 pandemic has affected the opening hours and areas accessible to the public in our shopping centres in different countries in different ways. During these times, we have put extra focus on operational efficiency, making sure to optimize heating and cooling usage as well as electricity consumption according to the situation, while making sure that ventilation is working flawlessly where needed. This has also been a good time for preventive maintenance of systems that have been temporary shut down.

Citycon's total baseline-corrected energy consumption in shopping centres (including electricity consumption in common areas, and weather corrected heating and cooling) per gross leasable area decreased by 5.4% compared to the previous year and by 15.2%

compared to 2014. This means that we achieved our target of increasing our energy efficiency by 15% from 2014 levels.

The total carbon footprint decreased by 35.6% compared to the previous year. The greenhouse gas intensity of our properties decreased by 38.2% compared to the previous year.

In May 2020, Citycon signed the international Net Zero Carbon Buildings Commitment, which challenges construction and real estate companies and cities to work towards the carbon neutral use of energy at their properties by 2030.

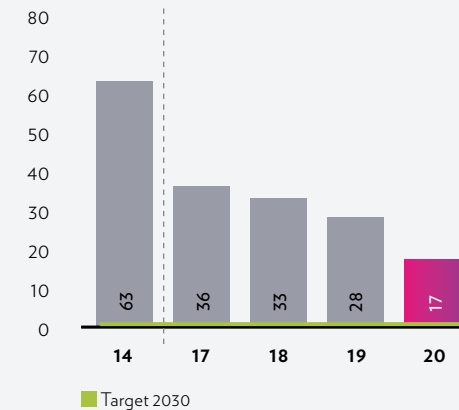


READ MORE

In-depth information on our energy efficiency and carbon footprint can be found in our Key environmental figures on **pages 28–33.**

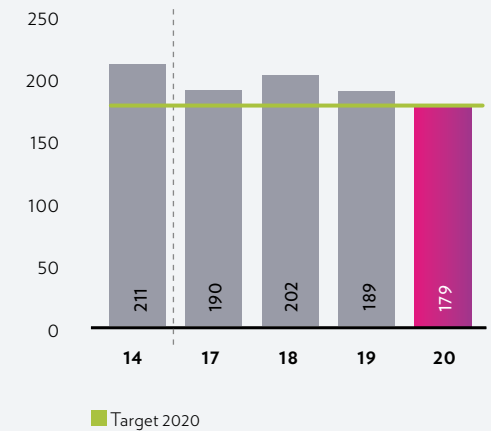
GREENHOUSE GAS INTENSITY

(Baseline corrected, kgCO₂e/sq.m)



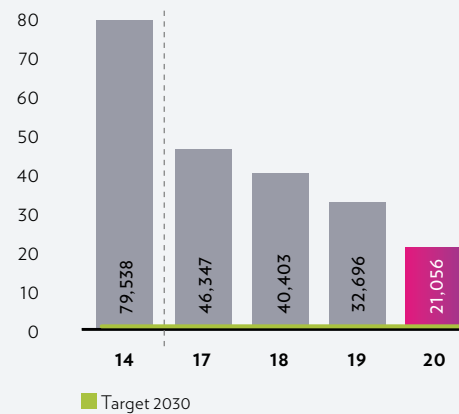
ENERGY INTENSITY OF SHOPPING CENTRES

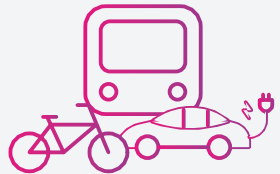
(Baseline corrected, kWh/sq.m)



CLIMATE CHANGE IMPACT

Greenhouse gas emissions (tCO₂e)





ACCESSIBLE: ENCOURAGING GREEN TRANSPORTATION

Being connected to public transport is an integral part not only of our sustainability strategy, but also our overall strategy. All of our shopping centres are connected to public transport and our aim is to make our shopping centres integrate seamlessly with the transport systems of the cities in which we operate. All Citycon's ongoing and planned development projects are situated in locations that already are or will become public transport hubs. The aim is to increase and ease the use of public transport, bicycles or visiting our centres by foot.

All of our centres are accessible by bus, 11 centres are directly connected to metro lines, 19 to train lines and 3 to tram lines. In Norway and Sweden, we have continued a car-sharing system at 3 of our centres, increasing their role as mobility hubs. In addition to this, we aim to make our shopping centres easy to visit by foot, bicycle, and electric vehicles. 88% of our shopping centres have dedicated areas for secure bicycle parking, and 5 of our centres offer charging facilities for electric bicycles. In cities that offer city bike services, we actively strive to accommodate city bike

pick-up points close to our centres, and in 2020 we continued discussions with both private companies and municipalities. In 2020, 13 of our centres had municipal or private city-bike stations close by. We also started a pilot with e-scooter parking and charging facilities at two of our centres in Tallinn, Estonia to make it easy to visit, no matter what form of low-carbon transport our visitors choose to use.

In Finland, we have entered a cooperation agreement with the energy company HELEN to bring fast EV chargers to all our existing shopping centres and in Norway all our shopping centres will be upgraded with new electric vehicle (EV) charging stations. Together with our partner BKK, a Norwegian energy company focussing on renewable energy infrastructure, we will establish around 500 charging points at our centres around Norway.

We strive to make our shopping centres easy to visit by dedicating parking spaces for low-emission cars, families and people with disabilities, as well as making sure our shopping centres are easily accessible for people with disabilities.

Accessible: Encouraging Green Transportation

Target 2020

Status 2020

- **Enabling EV uptake:** All assets will offer electrical vehicle charging possibility for cars and bikes.

Target partially achieved
Significant increase in amounts of chargers in our centres.

- 71% of centres have EV charging.
- EV charger amount increased 47% since 2019.



- **Bicycling:** All assets will promote cycling, with different methods tested and the best practices spread across all sites.

Target partially achieved

- 88% of Shopping centres have dedicated bicycle parking spaces. Bicycle parking space amount increased 23% since 2019
- Tested solutions for e-bike charging



- **Public transport:** Public transport options will be proactively developed together with local stakeholders.

Target achieved
Public transport is a key criteria for all development projects.

- 100% of Centres accessible by public transport.



- **Rail transport:** Citycon will focus on shopping centres connected to rail transport.

Target achieved
All development projects are connected to rail transport.



The following figures describe the accessibility of our shopping centres at the end of 2020 (change since 2019):

- Connectivity to public transport: 100% of shopping centres (0%)
- Charging points for electric cars: 403 (+48%)
- Eco-parking, low emission, hybrid cars: 145 (+53%)
- Parking for people with disabilities, family parking: 677(-62%)
- Number of dedicated bicycle parking spaces: 4,374(+23%)
- Share of visitors arriving by public transport, foot or bicycle:
 - Estonia: 39% (-5%)
 - Finland: 72% (-13%)
 - Norway: 33% (+6%)
 - Sweden and Denmark: 50% (-26%)
 - Total: 50% (-14%)



CASE

Electrifying the car fleet is a key step in decreasing transport-related carbon emissions. Switching to electrical vehicles requires a large amount of infrastructure changes to enable seamless travel and to overcome range anxiety. At our centres in Norway, we are making sure that our centres are part of solving this problem.

[READ MORE](#)



CONVENIENT AND SAFE: VISITORS, CUSTOMERS AND PERSONNEL ALL FEEL RIGHT AT HOME

TENANT SATISFACTION AND COOPERATION

Thriving tenants are the very core of Citycon's business and cooperating with our tenants is key for making our shopping centres convenient and safe. Our tenants also play an important role in keeping our centres energy efficient and our recycling rates at a high level. We cooperate with our tenants in various community engagement projects, offer energy efficiency advice when remodelling, and provide advice and help with recycling issues.

At Citycon, we maintain an active and open dialogue with our tenants. We organize informal morning meetings between centre management and our tenants at least every quarter. We organize workshops and other forums for gathering input and views from our tenants, and of course meet them one on one to answer specific questions. All our tenants have access to an online tenant portal with detailed information about working in our centres and ways to contact us when necessary.

During the pandemic, the health and security of people working and shopping at our centres has been top priority for

Citycon. National and local regulations have been monitored closely and actions has been taken in accordance with those regulations. There has been a very good cooperation between authorities, tenants, customers, and centres in implementing and following restrictions and guidelines. As the centres have been focusing on deep cleaning of the common areas and providing information on restrictions and guidelines to customers and tenants, the tenants themselves have taken responsibility for actions regarding their premises and employees. Customers have also been a key part of the joint effort to prevent the spread of COVID-19.

Convenient and safe: Visitors, customers and personnel all feel right at home

Target 2020

Status 2020

<ul style="list-style-type: none"> Safety standard for our business: play a proactive role to establish an industry standard certification on safety and security. 	Target achieved SAFE Shopping centers have created the Safe retail destination certificate in cooperation with Citycon. 7 of our centres are certified safe retail destinations. 😊
<ul style="list-style-type: none"> Youth cooperation: Testing different cooperation and involvement projects, spreading best practices. All assets will have youth involvement activities in place. 	Target partially achieved <ul style="list-style-type: none"> 56% of Shopping centres had youth-involvement projects. Due to COVID, all projects that require physical presence has been minimized during 2020. The Youth- Focused security guard (NOJA) project has been very successful in Finland. Successful local projects in Norway and Sweden. 😐
<ul style="list-style-type: none"> Spaces for the communities: Each asset will aim to accommodate some space annually for rent free use by the local community, NGOs, or local businesses. 	Target not achieved. As organizing rent-free use of space for community engagement purposes has proven difficult, we have focussed on other ways of engaging with local communities. 😞
<ul style="list-style-type: none"> Volunteering: Each Citycon employee can use one work day per year for voluntary work in our shopping centres. 	Target achieved. All employees can use one work day per year for voluntary work under the concept "Charity day". 😊

HEALTH AND SAFETY IN OUR SHOPPING CENTRES

Citycon has long been driving the development of safe and secure trading venues in the Nordic region as a responsible property owner. Citycon also actively participates in this development in Europe as the only Nordic property owner in the International Council of Shopping Centres (ICSC) European security forum.

The year has posed new challenges due to COVID-19 regarding the need for safe and secure centres for our tenants and visitors. When it comes to safety and risks, our general focus has remained on preventive measures as we are aware that we will be facing novel risks in the future.

We have further developed and focused on new solutions regarding COVID-19 as it places high demands on our shopping centres. COVID-19 routines, social distancing and new solutions are now implemented at all our shopping centres with very good results.

We have done COVID-19 certifying of our Swedish shopping centre portfolio according to the Public Health Agency's guidelines, WHO and ECDE as well as international shopping centre best practice through the SAFE Asset Group. This as a further step to make

our tenants and visitors feel safe to work and visit our centres.

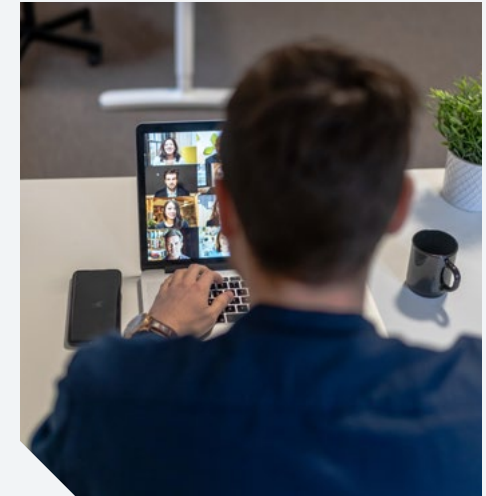
We have continued our, albeit somewhat limited, work in 2020 of working with the international standard "SAFE Retail Destination". This gives us good control of the operational risks in our portfolio and makes sure we continue to meet the future requirements of our tenants. The certification helps us provide attractive shopping centres where tenants can continue to establish themselves in this time of rapid transition. At present, seven shopping centres are certified as a SAFE Retail Destination. In 2021 we will continue our work on a larger scale and have set the goal that our entire portfolio will be certified by 2022.

We continue to develop our safety technology, surveillance routines and, in combination with other training initiatives that we have implemented in 2020, strengthen our work and position as a leader in Europe in risk and safety work for trading venues and for our tenants.

During 2020, we experienced one of the longest security guard strikes ever in Norway, lasting from 16 September to 3 December. Due to efficient planning and extraordinary efforts from our operations

teams, we managed to ensure safety and security at the shopping centres.

We held safety training for staff in 11 centres and tenants in 9 shopping centres, fire training in 23 shopping centres, and medical and first aid training was arranged in 7 of our shopping centres. Annual health and safety reviews are carried out in all of our assets, and there were no reports of incidences of non-compliance with health and safety regulations during 2020. Health and wellbeing are also assessed as part of the BREEAM In-Use certification carried out in our shopping centres. Currently 77% of our shopping centres are certified through BREEAM In-Use.



CASE

During 2020 our industry faced new challenges due to the COVID-19 Pandemic, as society faced a new situation with restrictions and regulations to prevent the spread of the virus. Read more about the measures we have taken to ensure the safety of everyone working in and visiting our centres.

READ MORE



READ MORE

about our Award-winning Youth-focussed Security Guards on our webpage.

www.citycon.com/sustainability/youth-friendly-security-guards-in-our-shopping-centres

ENGAGEMENT WITH LOCAL COMMUNITIES

We aim to make our shopping centres true community hubs where people come to visit, not only for convenient shopping and services, but also to spend time with friends and family. 2020 has been a challenging year in many ways, especially when it comes to engaging with the communities around us. As many of the events we traditionally have organized have been cancelled or postponed due to the pandemic, we have strived support our communities in novel, safe ways.

During the year we arranged a total of 388 events and community engagement projects, focussing on helping our local communities through the pandemic and bringing some fun into the more restricted everyday lives we have been facing.

The past year we have seen a smaller number of visitors than usual and we have faced different varieties of lockdowns and restrictions. We launched home-deliveries of goods purchased in our centres in both Sweden and Norway in order to support our tenants and to help those who cannot or do not want to visit our centres during the pandemic. In Finland we cooperated with food delivery companies and subsidised the

delivery fee for restaurants in our centres that were forced to close.

To support those most hit by the economic decline, we supported families in need in Finland, Sweden and Norway through food donations. We also donated gymnastics equipment, flowers and games to elderly homes located nearby our centres to provide some positive surprises during the long periods of solitude due to visiting restrictions.

At Citycon, we have used different both visual and audio means to inform about social distancing and of the importance of wearing face masks and have provided all our tenants with hand sanitizers throughout the year. At centres with large outdoor parking spaces, we have created new ways of use for them by arranging drive-in movie-screenings and even a drive-in concert. At Strandtorget and Lier toppen in Norway, and Rocca Al Mare in Estonia, we transformed our parking-space into a drive-in movie theatre during two weekends, screening both children's movies and others. At Strandtorget, we even organised a drive-in concert with local artists playing for a crowd safely tucked away in their cars.

We strive to engage and cooperate with youth in different ways and aim to have



CASE

Líf Laga has created a unique arena for community engagement at Stovner senter, where youth from the area are given ownership and the possibility to interact with the community in a positive way. This is a novel way for Citycon to engage with local youth, organizations and the local upper secondary school.

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CASE

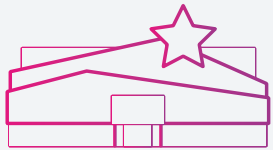
At Lippulaiva development project, Citycon has invested in long-term cooperation with the local community to develop a centre that caters to the wishes of its neighbours. As part of this, we have started a three-year cooperation with the Lippulaiva buddy class at the local school.

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projects where we cooperate with youth in all our assets. Our youth cooperation initiatives range from cooperation with schools, vocational schools, and universities to recycling-themed crafts for the smallest ones in the family. At 10 of our centres in Finland, Sweden and Norway we have combined youth engagement and safety issues. We have cooperated with local municipalities, schools, and youth organisations to engage with youth on safety issues for several years. In Finland, we have extended our cooperation with the association Nuorten Palvelu on the youth-friendly security guard project. We now have youth-friendly security guards in all our centres in Finland.

Citycon does not endorse the activities of any political party or group. Citycon's shopping centres can, however, be used by political parties to host election campaign events, subject to standard leasing terms. Citycon wants to engage in open dialogue with regional decision makers and officials in our operating areas. In connection with the zoning and planning of our development projects, our representatives have participated in meetings with municipal political bodies. Citycon has also participated in informational meetings for residents concerning the planning and zoning of our development projects together with municipal bodies. The purpose of these activities was to increase and facilitate interaction, and openly share information with local residents.





EXCELLENCE IN ACTION: MAKING BEST PRACTICES THE NORM

Achieving our sustainability targets requires the adoption and use of best practices. This means learning from each other and sharing the best sustainability actions and ideas across functions and across country borders. Our sustainability performance is followed up and reviewed quarterly at group level, enabling us to evaluate projects and processes.

SUSTAINABLE CONSTRUCTION AND GREEN BUILDINGS

The location of our shopping centres in urban areas and our focus on public and carbon free transport, reduce the environmental impact of our shopping centres and the indirect impacts they have on biodiversity. Citycon's properties are not located on protected land areas. Environmental impact assessments are carried out in connection with the majority of zoning and major projects. When not required by law, Citycon evaluates the need for an assessment of its own on a case-by-case basis.

In 2020 we launched a Nordic Technical Manual that lists the minimum requirements and processes for technical solutions for BMS, HVAC, Surfaces, Electrical installations, and energy production. The

manual will be used in tenant investments, maintenance- and development projects and energy efficiency projects. The aim with the manual is to gather best practices and evaluate what technical solutions are the best for providing energy efficient, low carbon convenient and safe shopping centres. The manual will be updated yearly and renewed every three years.






Our approach to building environmental certifications through BREEAM In-Use is a material part of our excellence in action target. Certification processes at Citycon are carried out by our own staff in order to get to know our shopping centres and to operate them in the best possible way.

Due to travel restrictions and safety measures during the Covid-19 pandemic, we have not carried out any new BREEAM Certifications during 2020. Re-certifications have also been postponed which unfortunately has negatively impacted our certification-level. Therefore, we have needed to postpone our target of certifying all of our centres until 2022. At the end of 2020, 77% of our shopping centres were BREEAM In-Use certified. According to our sustainability strategy, all of our assets

Excellence in action: Making best practices the norm

Target 2020

Status 2020

<ul style="list-style-type: none"> Personal targets: A personal targets system will be set in place for sustainability work. 	Target partially achieved Personal targets for sustainability in use for selected employees. 
<ul style="list-style-type: none"> Getting things done: Sustainability actions at Citycon are carried out through clear responsibilities. Lessons learned will be clearly listed, results reported and best practices will be actively taken into use across all assets. 	Target achieved Clear responsibilities and progress in sharing best practices. <ul style="list-style-type: none"> New Technical manual launched 2020 
<ul style="list-style-type: none"> Environmental certifications: 100% of asset will be BREEAM In-Use certified by 2020 with minimum level of good or higher. 	Target delayed Due to COVID restrictions, all certification projects postponed in 2020 <ul style="list-style-type: none"> 77% by asset value BIU Certified All assets are in line to be certified by 2022 
<ul style="list-style-type: none"> Environmental certifications: All new development projects will obtain a green building certification. 	<ul style="list-style-type: none"> 100% of on-going and planned development projects will be certified. 
<ul style="list-style-type: none"> Acknowledging good work: Citycon will present an annual award to a tenant or business partner who has taken excellent sustainability actions during the year. 	Target achieved <ul style="list-style-type: none"> We launched the annual Citycon Sustainability Awards in 2019. 

aim to be BREEAM In-Use certified by 2022 and all new development projects will be environmentally certified.

We strive to support and engage with our tenants in our efforts to operate our shopping centres in a sustainable fashion. In 2019, we launched the Citycon Sustainability Awards. The award is given to a tenant, service provider, or cooperation partner that through their actions has excelled in supporting and promoting sustainability in our shopping centres. The Citycon Sustainability Award 2020 went to Lif laga, an organization that works for the inclusion of youth, reduction of youth crime and intoxication through cooperative measures in the Stovner area of Oslo.



CASE

Rooftop bees make great tenants – they support local biodiversity by pollinating plants and trees and pay their rent in honey. Read more about rooftop bees in our shopping centres.

[READ MORE](#)



READ MORE

about the sustainable shopping centre on our webpages www.citycon.com/sustainability/the-sustainable-shopping-centre.

HOW WE DEFINE OUR MATERIAL TOPICS

In this report we focus on sustainability topics that have significant impact on Citycon and our stakeholders in 2020. These are our material topics.

Citycon's strategy is to create value for its stakeholders through developing and offering the right assets and retail expertise supported by a strong capital base. Sustainability and our material aspects are integrated into the overall strategy and operations of the company, and we are advancing our ambition to make sustainable thinking and action natural trademarks of our company culture.

Our material topics were identified systematically through workshops, interviews, and surveys among internal and external stakeholders. Our key stakeholders are consumers, tenants, employees, investors, analysts and shareholders, partners, local communities, municipalities, and media, as well as NGOs and industry associations.

The materiality assessment shows that we can have the greatest impact on sustainability in and around our shopping centres by focusing on energy efficiency, renewable

energy use, convenience and safety, low-carbon transport, and building management. Our sustainability strategy and strategic actions for the coming years work as a guideline for all Citycon employees working with these issues.

We have mapped the views of our stakeholders against the business importance of different sustainability issues for Citycon. Subsequently, we have assessed the impact our own actions can have on these issues, both locally and globally.

In practice, business operations are supported by group functions such as sustainability, communications, finance, legal and Human Resource (HR) management activities. These functions all work closely with business operations on all levels, and the heads of sustainability, legal and HR all report to the CEO or COO.

The purpose of our sustainability management approach is to avoid and mitigate negative environmental impacts from our business operations as well as to enhance positive social and economic impacts. On a local scale, we strive to provide convenient and safe shopping centres, accessible by public transport, bicycles and electric vehicles. We strive to maximise our energy efficiency and produce some of the energy we consume locally. On a global scale, we strive

to minimise our impact on climate change and contribute to building sustainable cities and communities.

We carried out the materiality assessment in 2017 and 2018 through interviews with key stakeholder representatives, workshops, and a survey. The survey was distributed on social media and shopping centre websites in Norway, Sweden, Finland, and Estonia.

The results of our materiality assessment are presented and compressed into one picture in our priority matrix.

All of the items presented in the matrix are considered important. The positioning of each item takes the impact, as well as the current internal and external operating environments, into consideration.

Both the sustainability strategy and the priority matrix have been discussed and approved by Citycon's Corporate Management Committee. The GRI indicators presented in this report were selected based on the materiality assessment results. In addition to our material aspects, Citycon reports certain other sustainability issues due to their importance to external stakeholders, or due to the continuity of sustainability reporting. The issues that have been identified as material by Citycon are presented in the matrix below.

WE CONSIDER THE FOLLOWING ASPECTS WHEN IDENTIFYING MATERIAL ITEMS:

- 1) Considerations identified during stakeholder surveys and interviews
- 2) Strategic policies
- 3) Risk management programme
- 4) Changes in internal and external operating environments (including trends)
- 5) Industry best practices and benchmarks
- 6) Framework of sustainable development
- 7) Principles regarding the scope of reporting



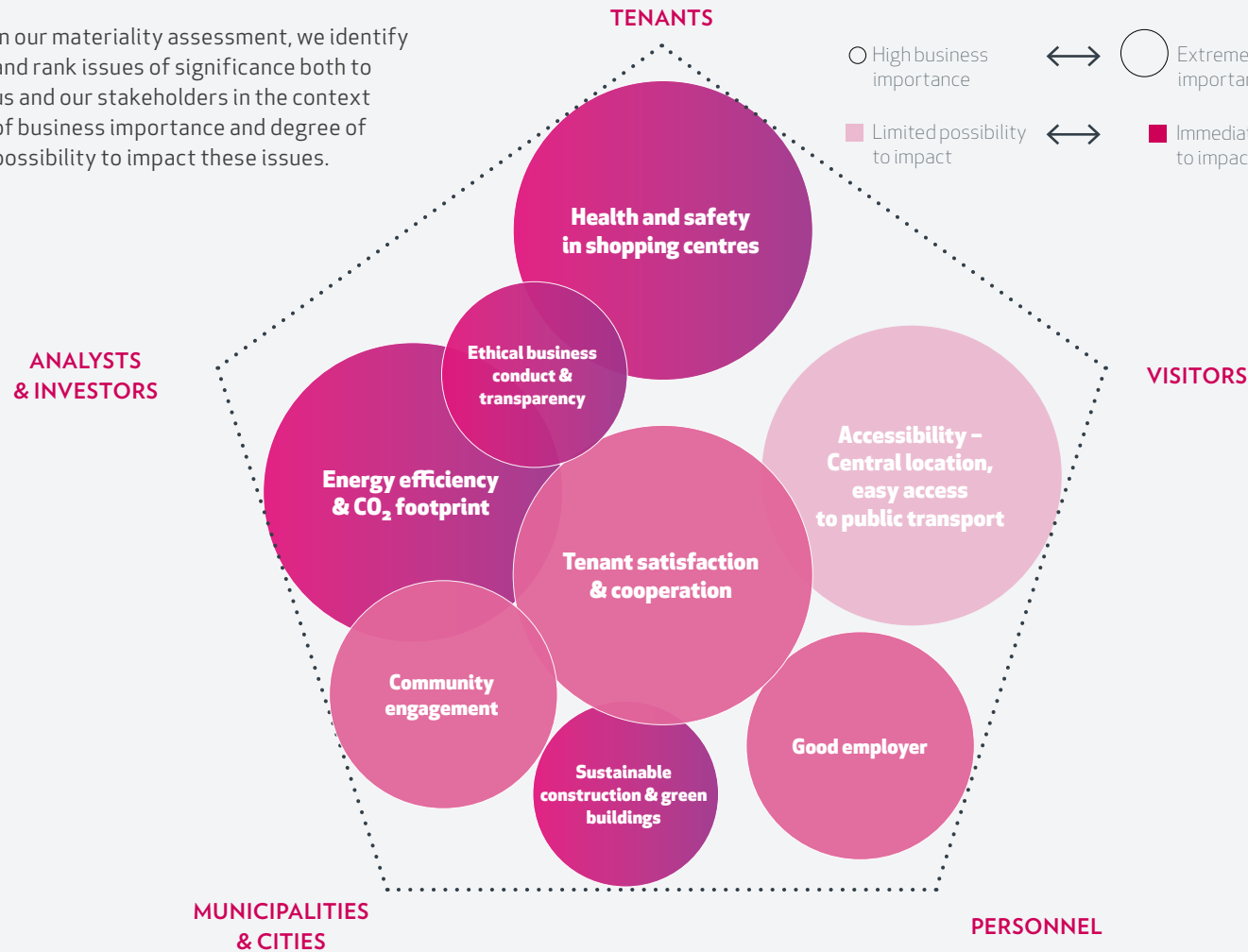
READ MORE

on how we defined the issues that matter the most to us and our stakeholders:

www.citycon.com/sustainability/sustainability-issues-that-matter-the-most-to-us-and-our-stakeholders

PRIORITY MATRIX

In our materiality assessment, we identify and rank issues of significance both to us and our stakeholders in the context of business importance and degree of possibility to impact these issues.



MATERIAL ISSUES ACCORDING TO STAKEHOLDER GROUPS

TENANTS

- Health & safety
- Accessibility
- Recycling and waste management
- Community engagement

PERSONNEL

- Good employer
- Tenant satisfaction
- Energy efficiency

ANALYSTS & INVESTORS

- Community engagement
- Energy efficiency & CO₂ footprint
- Ethical business conduct & transparency

MUNICIPALITIES & CITIES

- Community engagement
- Energy efficiency & CO₂ footprint
- Accessibility

VISITORS

- Accessibility
- Recycling and waste management
- Health and safety

ONGOING DIALOGUE WITH STAKEHOLDERS

It is a priority for us to maintain cooperative relationships with local residents, tenants, municipalities and visitors in and around our shopping centres. We are committed to high ethical principles and strive to offer carbon neutral, accessible, convenient, and safe shopping centres to all of our visitors. We aim to continuously explore ways of improving our interaction with stakeholders and consider issues identified by them.

Our daily operations include several ways of listening to our stakeholders: from receiving and responding to customer feedback to engaging with local residents in connection with (re)development projects and topical issues in the communities in which we operate.

Citycon maintains an active and continuous dialogue with capital market participants from domestic retail investors to international institutional investors, as well as sell-side analysts. Citycon aims at open and continuous communication with the capital markets through stock exchange releases and financial and other regulatory reporting. In addition, Citycon conducts more personal discussions with capital markets through meetings and calls with management and Investor Relations, and by participating and arranging investor conferences and roadshows, Annual General Meetings, and Capital Markets Days. Citycon's Investor Relations function coordinates all capital market-related activities with the primary task of ensuring that capital markets have always correct and sufficient information to determine the value of the share. In 2020, Citycon met over 100 institutional investors in several virtual conferences and roadshows in Europe and the US and participated in

several events targeted for domestic retail investors. In addition, Citycon maintained an active dialogue with sell-side analysts throughout the year.

We provided our stakeholders with in-depth sustainability information through our Sustainability Accounts, as well as participated in the CDP, ISS-Oekom and MSCI sustainability ratings, among others. We also interacted with industry associations and NGOs in different projects and forums through, for example, EPRA (European Public Real Estate Association), FIBS (Finnish Business and Society), FIGBC (Green Building Council Finland), NCSC (Nordic Council of Shopping Centres), ICSC (International Council of Shopping Centres) and the association Nuorten Palvelu ry.



CASE

Kolbotn Torg in the greater Oslo area houses OMA, the local Environment and Labour Centre – a municipally-run recycled goods store and upcycling centre combined with working practice for the unemployed. OMA is the result of a long-term cooperation between Citycon and the local municipality.

[READ MORE](#)



MORE INFORMATION

Read more about how we engage with our tenants and the local community on

[pages 15–16.](#)

OTHER CORNERSTONES FOR A SUSTAINABLE SHOPPING CENTRE OPERATOR

GOOD EMPLOYER

Citycon offers a workplace where associates are engaged and enabled to realize their full potential and deliver great results as a team.

The core of Citycon's HR strategy is to offer associates exciting and challenging opportunities to grow and develop as professionals and by this realize their full potential. Citycon has a strong value-based performance culture, our associates feel proud of their work and their team's accomplishments.

All associates at Citycon are encouraged to seek opportunities to learn and develop. We promote internal mobility and are proud of having associates move to new positions, cross-functions and even cross-borders. We promote internal moves and like to see critical roles filled from within.

Through active dialogue with our associates, we track our talent and critical people and offer them exciting challenges at work. We aim to find ways of offering our people opportunities to further their careers within

the company. We believe that every day is a learning day for our associates at Citycon. We learn through experience at work, from interactions with colleagues, via training and seminars, and through our professional networks.

We believe in inspiring and visible leadership and leading by example and we like to celebrate associates and teams when they have reached their targets. The Citycon leader role is to be the coach, who enables associates and teams and provides support so they can deliver their goals and team targets.

All associates take part in the annual performance management process (the CODE process) with objective-setting taking place in Q1 and review discussions held in Q3 with their immediate manager.

As a part of these discussions, associates review their achievements, align on development needs with their manager and agree on a development plan. These actions might include job learning, internal or external training, job rotation, participation in a project, benchmarking, mentoring, coaching, etc. We believe that the best results are achieved through individual development plans.

Citycon's values: Passionate, Solution-Oriented and Together One are to be the guide and foundation for everything we do in our daily work and how we act as leaders. It is important that all Citycon associates are engaged and committed to our values in their work and that the cultural fit is optimal, therefore we seek passionate, solution-oriented people with a one team mindset in our recruitment processes. We promote diversity as we like to find a great mix of people regarding gender, race and age. Building a strong culture with our associates who live our values will support associates and teams in reaching goals and business targets.

All Citycon associates are annually reminded of the importance of following high ethical standards. How to act and behave whilst being a Citycon associate is described in our Business Code of Conduct.

In work tasks concerning the daily operations of shopping centres, Citycon, to a large extent, makes use of an outsourced workforce. These work tasks are mainly in the areas of security and maintenance. All outsourced workforce and consultants are subject to Citycon's Business Code of Conduct and are expected to follow the same high ethical standards as Citycon staff.



DEVELOPMENT PROGRAMMES FOR EVERYONE

For all new hires the Employee journey will start with an excellent Onboarding program securing solid and safe on-the-job learning. We believe that the first year for a new hire should be focussed on learning on the job and getting to know the company.

The company will continue to invest in development programmes. Our guiding development principle is the 70-20-10 model, explained as; 70% of learning happens through the job experience itself, 20% of learning comes from interactions with colleagues, be that via participation in projects or cross-functional networking; while the remaining 10% is attributed to external training such as traditional classroom training, virtual seminars, and from professional networks. We do not require our personnel to report on all training sessions in which they have participated, since formal training sessions represent only a small part of how we learn.

FOCUS AREAS IN 2021

We will continue to implement our HR strategy with special attention in the following topics:

- Attract, Recruit and Retain the best people both internal and external
- Employee engagement and team collaboration across the Nordics
- Leadership development program

CITYCON CODE OF CONDUCT AND TRANSPARENCY

Citycon strives to maintain a transparent business climate and high business ethics. Citycon's Code of Conduct reinforces the company's values and lays the foundation for its business operations, guiding it to act both ethically and responsibly. The Code also expresses Citycon's continuous desire to be a reliable partner. The Code of Conduct governs all of Citycon's business decisions and actions, and applies to every employee and executive at Citycon (including employees of our subsidiaries and joint ventures over which Citycon has management control).

Citycon promotes the Code of Conduct in its internal communication and on relevant occasions. In addition to annual trainings and awareness raising, all new employees are required to confirm their commitment to comply with the principles of Citycon's Code of Conduct.

In 2020 throughout the first half of the year, Citycon continued to remind all employees of the internal campaign conducted in 2019, "Code of Conduct November". All employees were requested to complete online training on the Code of Conduct and how to report a violation of the Code through the whistleblowing channel.

We encourage all employees and Citycon's business partners, suppliers,

stakeholders, or any person affiliated with Citycon, to report (anonymously, if so wished) any suspected or detected fraud or other violation. In December 2019, Citycon replaced its whistleblowing channel to ensure full anonymity in compliance with the requirements set forth in the EU's Whistleblower Protection Directive. Citycon's Whistleblowing Channel provides an alternative and anonymous way to raise concerns of non-compliance with Citycon's values and ethical norms or applicable laws and regulations. Reporting is conducted through a web-based Whistleblowing Channel and reports are processed confidentially, in the first hand by an external, independent stakeholder, as well as the Audit and Governance Committee. No fraud, bribery, or corruption cases were brought to the company's attention during 2020.

Citycon also makes a good faith effort to have its business partners commit to the principles of Citycon's Code of Conduct or ensure adoption of a similar set of policies in their business activities. The standards of business behaviour and ethics that Citycon expects from its business partners are laid out in Citycon's Business Code of Conduct, available on the company's web page.

In 2021, the company will be continuously committed to promote awareness of Citycon's ethical principles among internal and external parties.



MORE INFORMATION

Citycon's code of conduct is available at www.citycon.com/investors/corporate-governance/code-of-conduct

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

Citycon's supplier selection process is set forth in our internal purchasing policies. Citycon requires its suppliers, as well as personnel employed by or engaged to provide services to such business partners, to commit to Citycon's Business Code of Conduct, or to similar or higher ethical principles. The Business Code of Conduct is based on Citycon's Code of Conduct. If a supplier acts inconsistently with Citycon's Business Code of Conduct, the supplier is required to undertake corrective actions. If the non-conforming action continues, Citycon may choose to terminate the existing business relationship.

All new lease agreements signed since 2019 contain a Code of Conduct commitment clause, resulting in 96% of our lease agreements containing the clause at the end of 2020. In 2021, Citycon will continue to ensure the use of the Business Code of Conduct in its material tendering processes in all operating countries.

Citycon's business partners can report any suspected or detected violations of Citycon's Code of Conduct by Citycon's executives, employees or other persons representing Citycon, via a web-based whistleblowing line.



All new lease agreements signed since 2019 contain a Code of Conduct commitment clause, resulting in 96% of our lease agreements containing the clause at the end of 2020.



MORE INFORMATION

Citycon's Business Code of Conduct and further information on whistleblowing line are available at www.citycon.com/investors/corporate-governance/code-of-conduct

WASTE RECYCLING AND WATER MANAGEMENT

Ensuring a high recycling rate at our shopping centres is the result of long-term cooperation with tenants and waste management providers alike. By providing guidelines, on-line trainings and hands-on advice, we strive to make recycling simple and motivating.

In 2020, we provided recycling training for our tenants in 8 shopping centres in Finland and Estonia, 12 centres in Norway and 2 Swedish centres. In Finland, we continued the use of recycling coordinators in 8 centres. The coordinator gives hands-on advice to our tenants about how to sort different waste components and visits both technical rooms and tenants' stores to offer advice. This service has been much appreciated by many working in our shopping centres and has shown good results.

In Sweden Citycon has, together with recycling centres and retailers focussing on the reuse of products, participated in a project with IVL Swedish Environmental Research Institute to identify opportunities for waste prevention and adoption of circularity measures. The long-term goal of the project is to create and facilitate infrastructure for reuse, where reuse is the norm and perceived as just as simple or even easier than new purchases. The short-term goal is to generate new knowledge for decision-making and the design of reuse solutions for politicians, authorities, municipalities, business, research and the

non-profit sector. During the next phase of the project, we aim to involve tenants from our centres in trying out new concepts for the reuse of products in cooperation with the partners in the project in addition to running policy labs.

In both Sweden and Norway, we have improved and rebuilt recycling rooms to make their use easier and more pleasant. In Finland, all tenants and service providers need to pass a digital safety and property use exam and new employees are obliged to pass the exam before receiving keys to our premises. The exam covers the basics of safety, security, waste management, and recycling.

Citycon's total water consumption increased by 4.6% compared to the previous year. Water consumption per visitor in like-for-like shopping centres was 4.7 litres, an increase of 8% compared to the previous year. The water consumption increase stems from the acquisition of two centres in Norway, combined with decreasing footfall and increased cleaning efforts during COVID 19.

Property waste management and sorting in Citycon's properties is organised in accordance with country-specific waste legislation and other local regulations.

The recycling rate in our shopping centres remained at the same level as the previous year and was 99%. The total amount of waste generated in our shopping centres decreased by 9.6%. In like-for-like shopping centres, the decrease was 14.3%.

GREEN FINANCING

In 2019, Citycon launched a Green Financing Framework and issued its first green financing product, a EUR 350 million hybrid bond, and in 2020 the company further increased the link between financing and its sustainability targets by signing a sustainability-linked revolving credit facility. Citycon's Green Financing Framework integrates the company's sustainability targets with its financing activities. The Framework is based on Citycon's sustainability strategy and aims to support the sustainability targets of the company while diversifying the investor base.

The Framework has been developed in alignment with the Green Bond Principles 2018. Cicero, a global leading independent provider of second opinions on green bonds, provided an external second opinion on Citycon's Green Financing Framework, which received a medium green ranking in Cicero's "Shades of Green" methodology. Under the Green Financing Framework, Citycon can issue Green Bonds, Green Commercial Papers, Green Loans, Green Hybrid Bonds or Green Private Placements.

In 2020, Citycon issued a green bond of 800M NOK under the framework. The bond offering was over two times oversubscribed, highlighting the market's interest towards green financing.

In November 2020 Citycon signed a EUR 500 million Sustainability-linked revolving credit facility where the margin is linked to achieving three of Citycon's main environmental targets: Decreasing the Greenhouse Gas Intensity of the portfolio in line with the target of being carbon neutral by 2030; decreasing energy consumption per square meter in line with achieving a 10% reduction by 2025 and certifying the whole portfolio according to LEED or BREEAM by year-end 2022.



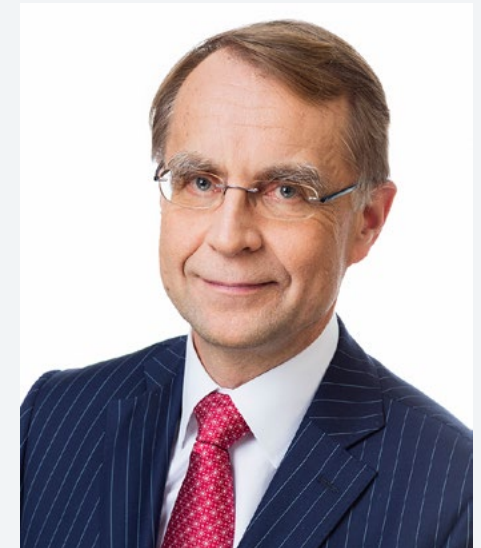
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about Green Financing at Citycon online:

www.citycon.com/investors/financing/green-financing



The success of our second green bond shows that a broad investor base is interested in green facilities. Connecting Citycon's sustainability performance to our financing will further support Citycon's profile as a green investment.", says Executive Vice President and CFO Eero Sihvonen.



Executive Vice President and Chief Financial Officer Eero Sihvonen

REPORTING PRINCIPLES, METHODOLOGY AND BOUNDARIES

This report, its content and principles have been prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standard. Further, Best Practices Recommendations on Sustainability Reporting (Version 3) published by the European Public Real Estate Association (EPRA) have been applied. Coverage of the mentioned reporting recommendations is presented on [pages 28–44](#). This report has been prepared in accordance with GRI Standards: Core option. The information is published annually, and the information presented corresponds to the company's financial year (i.e. 1 January–31 December).

THE SCOPE OF REPORTING AND CALCULATION PRINCIPLES

Disclosed environmental performance indicators include owned and rented shopping centres, and other properties where Citycon's ownership is at least 50% and where it has operational control (excluding two properties). This represents 97% of the leasable area owned by Citycon. Environmental data covers shopping centres and other properties that were owned by Citycon on 31 December 2020, acquired before 30

June 2020, or divested after 30 June 2020. Environmental data of managed properties (on behalf of other owners) is presented on [page 33](#). Data from managed properties is excluded in other Citycon's environmental figures. Development project energy figures are included from the day of completion. The environmental performance figures are based on actual measurements. In other words, estimates are not used.

Citycon annually reports a total portfolio performance even though there are changes in the property portfolio every year. These changes are due to acquisitions, sales and (re)development but these do not significantly differ across years and these limitations are taken into account in the reporting. Citycon follows the EPRA Best Practices Recommendations Guidelines. Properties that have been consistently in operation (and not under development) during the previous two full reporting periods are included in the "like-for-like" portfolio. Sold properties are excluded from like-for-like comparison. Figures for Citycon Norway in 2014 have been included in the baseline calculation for Citycon's environmental target setting. However,

data for 2014 has not otherwise been retrospectively corrected.

ASSURANCE

Ernst & Young Oy has provided limited assurance for numerical environmental indicators. The assured GRI Disclosure numbers and EPRA sBPR Performance measures have been marked in the GRI Tables. The Assurance Statement can be found on [page 45](#).

ELECTRICITY AND ENERGY

Citycon reports tenants' electricity consumption in cases where Citycon is responsible for electricity procurement. In shopping centres tenants have in most cases their own electricity meters and purchase agreement, and Citycon has no access to data related to tenant consumption. When energy procurement is the tenant's responsibility, it has been excluded from reporting. Energy used for heating and cooling is reported in its entirety. In terms of intensity figures, Citycon has limited the reported electricity consumption to common areas, where it can have direct influence. This includes the electricity used for general lighting, ventilation and cooling, as well as lifts and escalators

and other technical systems within the building. Based on case studies, the share of electricity consumption in common areas is between 25% and 70% of total electricity consumption, depending on heating, lighting and other technical solutions, as well as on the level of controllability.

CARBON

In calculating its carbon footprint, Citycon applies the Greenhouse Gas Protocol (GHG) developed by the World Resources Institute and the World Business Council for Sustainable Development. The market-based emissions factors for electricity are supplier-specific and Guarantees of Origin have been taken into account. For Estonia, supplier-specific factors were not available. Therefore, national residual mix-based emission factors from the Association of Issuing Bodies (AIB) have been used. For location-based emissions, the 2020 calculation is based on national production mixes according to AIB. Location-based emissions factors from the International Energy Agency (IEA) have been used for previous years. For all CO₂ emission calculations, the source for global warming potential is the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report (AR5 - 100 year).

District heat emission factors for 2020 are based on the most recent yearly emission factor. In Finland, emission factors are published by Statistics Finland (latest data 2018). In Sweden, emission factors are based on data from Swedenergy (2019). In Norway, emission factors are based on energy mix data provided by Norsk fjernvarme (2019). In Estonia, emission factors for district heating are based on data provided by heat suppliers.

In the calculation of greenhouse gas intensity from building energy, the same principles are applied as for energy intensity calculation, with the exception that tenant electricity procured by Citycon is included.

WATER AND WASTE

The reported recycling rate indicates recycled, incinerated, or reused waste fractions as a share of the total waste volume. Landfill waste is not included in recycled items. Waste reporting covers all properties where Citycon is responsible for waste management (97% of the leasable area owned by Citycon). Properties in which tenants are responsible for waste management are excluded from reporting, as there is no record available of their waste quantities. Reported water covers water consumed in common areas and by tenants. All water comes from municipal waterworks.

KEY SUSTAINABILITY INDICATORS

ENERGY

TOTAL ENERGY CONSUMPTION (302-1, CRE1)¹⁾

MWh	2020	2019	2018	2017	2016	%, 2019-2020	GRI Standards	EPRA CODE
Electricity in common areas	106,902	110,568	119,353	123,582	132,411	-3%	302-1	Elec-Abs
Tenants' electricity purchased by landlord ²⁾	61,966	63,331	66,961	78,987	80,609	-2%	302-1	Elec-Abs
Total electricity consumption in premises	168,868	173,900	186,315	202,568	213,020	-3%	302-1	Elec-Abs
Electricity consumption in Citycon's offices ⁶⁾	45	59	58	74	95	-23%	302-1	Elec-Abs, own office
Non-renewable electricity in premises	31,800	37,310	44,860	59,860	89,362	-15%	302-1	Elec-Abs
Renewable electricity in premises	137,023	136,531	141,397	142,635	123,563	0%	302-1	Elec-Abs
District heating ³⁾	76,340	84,704	95,303	101,502	109,522	-10%	302-1	DH&C-Abs
Weather corrected district heating	96,771	93,915	102,132	108,931	113,481	3%		
District cooling ³⁾	7,474	8,786	11,974	7,993	7,773	-15%	302-1	DH&C-Abs
Direct energy consumption								
Fuels ⁷⁾	4,408	3,505	3,408	2,959	3,192	26%	302-1	Fuels-Abs
Fuels like-for-like ⁷⁾	0	0	93	-	-			Fuels-IfI
Total energy consumption in premises	257,090	270,894	296,999	315,023	333,506	-5%	302-1	

ENERGY INTENSITY INDICATORS⁴⁾

	Unit	2020	2019	2018	2017	2016	%, 2019-2020	GRI Standards	EPRA CODE
Building energy intensity shopping centres per GLA	kWh/sq.m.	162	181	194	183	196	-11%	CRE1	Energy-Int
Building energy intensity shopping centres per gross area	kWh/sq.m.	94	109	119	105		-14%	CRE1	Energy-Int
Building energy intensity shopping centres ⁵⁾	kWh/visitor	1.39	1.29	1.36	1.36	1.34	8%	CRE1	Energy-Int
Building energy intensity other retail properties	kWh/sq.m.	-	-	-	275	184	-	CRE1	Energy-Int
Weather-corrected building energy intensity shopping centres per GLA ⁸⁾	kWh/sq.m.	179	189	202	190	199	-5%	CRE1	Energy-Int
Weather-corrected building energy intensity shopping centres per gross area ⁸⁾	kWh/sq.m.	104	109	112	108		-4%	CRE1	Energy-Int

The coverage of energy and associated GHG disclosure is 97% of GLA under operative control. The figures are based on measured consumption, estimates are not used.

¹⁾ Citycon's reported energy consumption covers shopping centres and other retail properties where Citycon's share of ownership is at least 50% and where Citycon has operational control. Kista Galleria's environmental data is included in its entirety.

²⁾ Citycon also reports the tenants' electricity consumption in cases where Citycon is responsible for electricity procurement. When energy procurement is on tenant's responsibility, it has been excluded from reporting.

³⁾ Energy used for heating and cooling is reported in its entirety.

⁴⁾ In terms of intensity figures, Citycon has limited the reported electricity consumption to common areas, where it can directly influence. This includes

the electricity used for general lighting, ventilation and cooling, as well as lifts and escalators and other building technical systems.

⁵⁾ Excluding shopping centres where amount of visitors is not collected. In 2020 these were Fruängen Centrum, Högdalen, Oasen kontoreiendom, Kongssenteret Vest, Isomyri and Heikintori.

⁶⁾ The reported consumption includes the headquarters and Citycon Norway office 2015-2017, and Citycon

Norway office 2018-2020. Other offices, including the Head office are integrated into shopping centres. Heating, water and waste in Norway office is excluded from reporting as they are included in the rent and not reported separately to Citycon.

⁷⁾ Fuels include oil, natural gas and biofuel.

⁸⁾ The intensity is calculated with weather corrected heating consumption.

ENERGY CONSUMPTION

MWh	2020	2019	2018	2017	2016	% , 2019–2020	% , 2016–2020
Electricity in common areas	106,902	110,568	119,353	123,582	132,411	-3.3	-19.3
District heat	76,340	84,704	95,303	101,503	109,522	-9.9	-30.3
Total energy consumption ¹⁾	195,125	207,562	230,038	236,036	252,897	-6.0	-22.8

ENERGY CONSUMPTION BY PROPERTY TYPE (EPRA ELEC-ABS & DH&C-ABS)

MWh	MWh	2020	2019	2018	2017	2016	% , 2019–2020	% , 2016–2020
Shopping Centres	Electricity in common areas	106,902	110,568	119,353	122,172	129,917	-3.3	-17.7
	District heat	76,340	84,704	95,303	98,355	103,825	-9.9	-26.5
	Total energy consumption ¹⁾	195,125	207,562	230,038	231,479	244,649	-6.0	-20.2
Other Retail Properties	Electricity in common areas	-	-	-	1,410	2,494	-	-
	District heat	-	-	-	3,147	5,697	-	-
	Total energy consumption ¹⁾	-	-	-	4,557	8,248	-	-

ENERGY CONSUMPTION BY PROPERTY TYPE, LIKE-FOR-LIKE (EPRA ELEC-LFL & DH&C-LFL)

MWh	MWh	2020	2019	2018	% , 2019–2020
Shopping Centres	Electricity in common areas	74,506	80,178	83,194	-7.1
	District heat	59,047	66,994	69,253	-11.9
	Total energy consumption ¹⁾	139,402	153,338	160,181	-9.1

¹⁾ Total energy consumption incl. electricity in common areas, heating, cooling and fuels.

ENERGY CONSUMPTION BY BUSINESS AREA (EPRA ELEC-ABS & DH&C-ABS)

MWh	MWh	2020	2019	2018	2017	2016	%, 2019–2020	%, 2016–2020
Finland	Electricity in common areas	35,349	36,805	44,317	52,052	55,136	-4.0	-35.9
	District heat	43,185	50,266	61,138	72,695	78,447	-14.1	-44.9
	Total energy consumption ¹⁾	81,823	90,596	108,794	127,094	135,448	-9.7	-39.6
	Total energy consumption in like-for-like shopping centres ¹⁾	67,478	74,425	78,163			-9.3	
Norway	Electricity in common areas	39,786	36,819	39,788	35,726	39,600	8.1	0.5
	District heat	4,135	4,777	5,059	4,298	4,597	-13.4	-10.0
	Total energy consumption ¹⁾	45,795	42,119	45,961	41,155	45,133	8.7	1.5
	Total energy consumption in like-for-like shopping centres ¹⁾	27,642	30,985	33,070			-10.8	
Sweden	Electricity in common areas	25,128	25,667	25,944	27,133	29,013	-2.1	-13.4
	District heat	25,425	26,183	25,471	21,226	23,492	-2.9	8.2
	Total energy consumption ¹⁾	54,319	56,682	59,564	53,495	57,896	-4.2	-6.2
	Total energy consumption in like-for-like shopping centres ¹⁾	37,019	39,063	40,338			-5.2	
Estonia	Electricity in common areas ²⁾	6,639	11,278	9,305	8,671	8,662	-41.1	-23.4
	District heat	3,595	3,478	3,634	3,284	2,986	3.4	20.4
	Total energy consumption ¹⁾	13,188	18,165	15,719	14,292	14,421	-27.4	-8.5
	Total energy consumption in like-for-like shopping centres ¹⁾	7,262	8,864	8,611			-18.1	

¹⁾ Total energy consumption incl. electricity in common areas, heating, cooling and fuels.

²⁾ Increased tenant submetering and effects from covid-restrictions cause the decrease in common area electricity consumption.

CARBON

GREENHOUSE GAS EMISSIONS BY SCOPES (GRI 305-1, GRI 305-2, GRI 305-3, EPRA GHG-DIR-ABS, DHG-INDIR-ABS)

tCO ₂ e	2020	2019	2018	2017	2016	%, 2019–2020
Scope 1, direct	588	679	561	496	603	-13
Scope 2, indirect, market-based	19,317	30,443	38,154	44,337	58,124	-37
Scope 2, indirect, location-based	33,549	42,568	52,081	57,585	65,320	-21
Scope 3, indirect	1,151	1,574	1,687	1,515	1,567	-27
Total (Market-based)	21,056	32,696	40,403	46,347	60,295	-36

GREENHOUSE GAS EMISSIONS BY SCOPES IN LIKE-FOR-LIKE PROPERTIES

tCO ₂ e	2020	2019	2018	%, 2019–2020
Scope 1, direct	0	0	0	-
Scope 2, indirect	12,742	21,254	23,910	-40
Scope 3, indirect	544	596	603	-9
Total	13,285	21,850	24,513	-39

TOTAL DIRECT AND INDIRECT GREENHOUSE GAS EMISSIONS (GRI 305-1, GRI 305-2, GRI 305-3, EPRA GHG-DIR-ABS, GHG-INDIR-ABS)

tCO ₂ e	2020	2019	2018	2017	2016	%, 2019–2020
Electricity in common areas	0	0	0	2,195	15,928	-
Tenants' electricity supplied by the landlord ²⁾	13,104	19,743	24,277	25,876	23,460	-34
Electricity in Citycon offices	0	0	0	4	10	-
District heat and cooling	6,213	10,701	13,878	16,262	18,726	-42
Fuels	588	679	561	496	603	-13
Wastewater	728	696	807	846	889	5
Waste logistics	78	86	102	113	109	-10
Business travel	267	649	624	404	397	-59
Commuting	75	139	150	148	169	-46
Paper consumption and mail	4	4	4	4	4	-4
Total	21,056	32,696	40,403	46,347	60,295	-36

LIKE-FOR-LIKE TOTAL DIRECT AND INDIRECT GREENHOUSE GAS EMISSIONS

tCO ₂ e	2020	2019	2018	%, 2019–2020
Electricity in common areas	0	0	0	-
Tenants' electricity supplied by the landlord ²⁾	8,344	12,800	14,276	-35
Heating and cooling (including fuels)	4,398	8,455	9,634	-48
Wastewater	485	527	529	-8
Waste logistics	58	68	74	-14
Total	13,285	21,850	24,513	-39

GREENHOUSE GAS INTENSITY FROM BUILDING ENERGY (CRE3, EPRA GHG-INT)

	2020	2019	2018	2017	2016	%, 2019–2020
Building greenhouse gas intensity per GLA, kgCO ₂ e/sq.m.	17	28	33	36	46	-38
Building greenhouse gas intensity per gross area, kgCO ₂ e/sq.m.	10	16	20			-38
Building greenhouse gas intensity, kgCO ₂ e/visitor	0.15	0.21	0.25	0.26	0.32	-27

The coverage of Energy and associated GHG disclosure is 97% of GLA under operative control.

For Scope 2 emissions, Citycon uses market-based emission factors. Location based emission factors are used only where clearly stated.

Biogenic Scope 1 emissions from biofuel use in shopping centres are 337 tCO₂. Biogenic scope 3 emissions have not been assessed.

²⁾ Citycon also reports emissions from tenants' electricity consumption in cases where Citycon is responsible for electricity procurement. When energy procurement is on tenant's responsibility, it has been excluded from reporting.

PROPERTIES' GREENHOUSE GAS EMISSIONS BY SCOPE AND BUSINESS AREA (EPRA GHG-DIR-ABS, DHG-INDIR-ABS, GHG-INT)

		2020	2019	2018	2017	2016	%, 2019–2020
Finland	Scope 1, direct, tCO ₂ e	0	0	0	0	0	
	Scope 2, indirect, tCO ₂ e	7,671	12,901	15,763	23,897	30,338	-41
	Scope 3, indirect, tCO ₂ e	190	231	269	300	309	-18
	Building greenhouse gas intensity ¹⁾ , kgCO ₂ e/sq.m.	25	41	45	56	69	-41
Norway	Scope 1, direct, tCO ₂ e	0	0	0	24	43	
	Scope 2, indirect, tCO ₂ e	137	156	166	144	153	-12
	Scope 3, indirect, tCO ₂ e	267	207	221	232	230	29
	Building greenhouse gas intensity ¹⁾ , kgCO ₂ e/sq.m.	1	1	1	1	1	-3
Sweden	Scope 1, direct, tCO ₂ e	0	0	0	0	0	
	Scope 2, indirect, tCO ₂ e	1,277	1,729	2,521	1,939	2,843	-26
	Scope 3, indirect, tCO ₂ e	306	290	363	371	400	5
	Building greenhouse gas intensity ¹⁾ , kgCO ₂ e/sq.m.	5	6	9	8	10	-21
Estonia	Scope 1, direct, tCO ₂ e	588	679	561	472	560	-13
	Scope 2, indirect, tCO ₂ e	10,233	15,642	19,704	18,353	24,780	-35
	Scope 3, indirect, tCO ₂ e	42	54	56	56	59	-21
	Building greenhouse gas intensity ¹⁾ , kgCO ₂ e/sq.m.	106	161	200	186	251	-34

¹⁾ In the calculation of greenhouse gas intensity, the numerator corresponds to emissions from electricity in common areas, tenants' electricity supplied by the landlord, district heating and cooling as well as emissions from wastewater and waste.

ENVIRONMENTAL DATA, MANAGED PROPERTIES

MANAGED SHOPPING CENTRES, NORWAY¹⁾

	2020	2019	2018	2017	2016
Energy, MWh					
Electricity consumption in common areas	8,649	18,836	19,590	19,722	18,552
Tenants' electricity purchased by landlord	2,932	4,544	4,903	5,114	4,951
District heat	2,727	3,563	4,531	4,043	3,754
Fuels	0	1,902	2,322	1,594	1,783
Total energy consumption	11,420	24,337	31,345	30,473	29,040
Renewable electricity	11,581	23,381	24,492	24,836	23,503
Building energy intensity, kWh/sq.m.	89	122	125	127	115
Carbon, tCO₂e					
Scope 1, direct	0	143	258	232	294
Scope 2, indirect, market-based	83	108	140	125	118
Scope 2, indirect, location-based	213	236	345	331	
Scope 3, indirect	44	136	149	146	158
Building greenhouse gas intensity, kgCO ₂ e/sq.m.	1	2	3	3	3
Water, m³					
Total water consumption	36,163	117,901	127,290	124,978	138,038
Waste, t					
Landfill waste	18,3 (1%)	14,3 (1%)	57,7 (2%)	67,2 (2%)	47,8 (2%)
Incinerated waste	383,6 (30%)	777,2 (31%)	878,31 (30%)	861,46 (30%)	800,7 (31%)
Composted waste	307,1 (24%)	499,3 (20%)	635,9 (22%)	576,77 (20%)	530,6 (20%)
Recycled waste	561,4 (44%)	1126 (46%)	1334 (45%)	1339 (46%)	1186,0 (46%)
Reused waste	17,7 (1%)	50,4 (2%)	44,0 (1%)	53,91 (2%)	40,9 (2%)
Total waste amount	1,288	2,467	2,950	2,898	2,606

¹⁾ The coverage is 100% for managed properties (on behalf of other owners), but the figures are excluded from Citycon total numbers.

²⁾ Citycon Acquired two and divested one of the managed properties during 2020, accounting for 35% of the managed portfolio, measured by area.

ENVIRONMENTAL CERTIFICATIONS

ENVIRONMENTAL CERTIFICATES (CRE8, EPRA CERT-TOT)

	Proportion by value, %
Total portfolio - BREEAM in use	
BREEAM Excellent, asset / building management	28 / 29
BREEAM Very Good, asset / building management	40 / 39
BREEAM Good, asset / building management	9 / 5
Total - BREEAM in use	77 / 73
Total portfolio - LEED and BREEAM	
LEED Platinum	24
LEED Gold	2
LEED Silver	4
LEED Certified	2
BREEAM Very Good	2
Total portfolio - environmental certificates	79
(Re)Developments (on track to achieve)	
Lippulaiva - LEED Gold	100
Total	100% of development projects ongoing or finished in 2020 to be certified

CERTIFIED SHOPPING CENTRES

Shopping centre	Certification system(s)
Buskerud Storsenter	BREEAM In-Use
DownTown	BREEAM In-Use
Herkules	BREEAM In-Use
Iso Omena	BREEAM In-Use, LEED
IsoKristiina	BREEAM In-Use, LEED
Jakobsbergs Centrum	BREEAM In-Use
Kilden Kjøpesenter	BREEAM In-Use
Kolbotn Torg	BREEAM In-Use
Kongssenteret	BREEAM In-Use
Koskikeskus	BREEAM In-Use
Kremmertorget	BREEAM In-Use
Liertoppen	BREEAM In-Use
Liljeholmstorget Galleria	BREEAM In-Use, LEED
Linderud Senter	BREEAM In-Use
Magasinet Drammen	BREEAM In-Use
Myrmanni	BREEAM In-Use
Möndal Galleria	BREEAM NC
Oasen Kjøpesenter	BREEAM In-Use
Rocca al Mare	BREEAM In-Use, LEED

Shopping centre	Certification system(s)
Sjøsidan	BREEAM In-Use
Solsiden	BREEAM In-Use
Stenungstorg Centrum	BREEAM In-Use
Stopp Tune	BREEAM In-Use
Storbyen Senter	BREEAM In-Use
Stovner Senter	BREEAM In-Use
Torvbyen	BREEAM In-Use
Trekanten	BREEAM In-Use
Trio Shopping	BREEAM In-Use, LEED
Tumba Centrum	BREEAM In-Use
Åkersberga Centrum	BREEAM In-Use
Managed Shopping centres	
City Syd	BREEAM In-Use
Markedet	BREEAM In-Use
Stadionparken	BREEAM In-Use
Strandtorget	BREEAM In-Use
Tiller Torget	BREEAM In-Use
Torget Vest	BREEAM In-Use

WATER

WATER CONSUMPTION²⁾

(GRI 303-1, CRE2, EPRA WATER-ABS, WATER-LFL, WATER-INT)

	2020	2019	2018	2017	2016	%, 2019–2020	%, 2016–2020
Total water consumption, m ³	692,094	661,449	767,391	804,494	845,314	4.6	-18.1
Like-for-like total water consumption, m ³	461,328	501,383	502,858			-8.0	-
Total water consumption in shopping centres, m ³	692,094	661,449	767,391	799,305	839,477	4.6	-17.6
Water intensity in shopping centres ¹⁾ , l/visitor	4.9	4.1	4.6	4.7	4.6	20.8	7.8
Water intensity in like-for-like shopping centres ¹⁾ , l/visitor	4.7	4.3	4.5	4.6		8.0	-

TOTAL WATER CONSUMPTION BY BUSINESS UNIT (EPRA WATER-ABS, WATER-LFL, WATER-INT)

	2020	2019	2018	2017	2016	%, 2019–2020	%, 2016–2020
Finland							
Total water consumption, m ³	154,097	186,419	218,769	242,197	249,977	-17.3	-38.4
Total water consumption in shopping centres, m ³	154,097	186,419	218,769	237,009	245,337	-17.3	-37.2
Total water consumption in like-for-like shopping centres, m ³	125,902	158,059	165,875			-20.3	-
Water intensity in shopping centres ¹⁾ , l/visitor	3.5	3.4	3.5	3.7	3.1	3.8	12.7
Norway							
Total water consumption, m ³	224,447	168,219	179,653	189,009	187,449	33.4	19.7
Total water consumption in shopping centres, m ³	224,447	168,219	179,653	189,009	187,449	33.4	19.7
Total water consumption in like-for-like shopping centres, m ³	144,339	136,729	146,900	151,559		5.6	-
Water intensity in shopping centres ¹⁾ , l/visitor	5.4	4.4	4.8	5.0	5.0	22.0	7.0
Sweden²⁾							
Total water consumption, m ³	276,637	259,427	320,532	324,598	356,026	6.6	-22.3
Total water consumption in shopping centres, m ³	276,637	259,427	320,532	324,598	354,829	6.6	-22.0
Total water consumption in like-for-like shopping centres, m ³	172,615	181,071	163,722			-4.7	-
Water intensity in shopping centres ¹⁾ , l/visitor	6.1	4.4	5.9	6.0	6.4	37.9	-5.5
Estonia							
Total water consumption, m ³	36,914	47,385	48,438	48,689	51,861	-22.1	-28.8
Total water consumption in shopping centres, m ³	36,914	47,385	48,438	48,689	51,861	-22.1	-28.8
Total water consumption in like-for-like shopping centres, m ³	18,472	25,524	26,361	25,529		-27.6	-
Water intensity in shopping centres ¹⁾ , l/visitor	4.0	4.6	4.1	3.9	3.9	-11.7	2.9

¹⁾ Excluding shopping centres where amount of visitors is not collected. In 2020 these were Fruängen Centrum, Högdalen, Oasen kontoreiendom, Kongssenteret Vest, Isomyyri and Heikintori.

²⁾ Water consumption figures include a hotel and a student apartment block located in Kista Galleria. Kista Galleria is not included in lfl figures 2020–2018.

WASTE

TOTAL WEIGHT OF WASTE BY DISPOSAL ROUTE¹⁾ (GRI 306-2, EPRA WASTE-ABS)

	2020		2019		2018		2017		2016	
	t	%	t	%	t	%	t	%	t	%
Landfill waste	139	1	199	1	363	2	1,350	6	1,545	7
Incinerated waste	4,574	29	5,515	32	7,367	36	7,487	33	6,873	32
Composted waste	3,321	21	3,650	21	3,893	19	4,228	19	4,143	19
Recycled waste	6,812	44	6,772	39	7,699	38	8,257	37	8,180	38
Reused waste	716	5	1,071	6	1,038	5	1,240	5	1,021	5
Total	15,563	100	17,206	100	20,360	100	22,562	100	21,761	100

TOTAL WEIGHT OF WASTE IN SHOPPING CENTRES BY DISPOSAL ROUTES

	2020		2019		2018		2017		2016	
	t	%	t	%	t	%	t	%	t	%
Landfill waste	139	1	199	1	363	2	1,336	6	1,530	7
Incinerated waste	4,574	29	5,515	32	7,367	36	7,420	33	6,804	32
Composted waste	3,321	21	3,650	21	3,893	19	4,218	19	4,134	19
Recycled waste	6,812	44	6,772	39	7,699	38	8,147	36	8,061	37
Reused waste	716	5	1,071	6	1,038	5	1,240	6	1,016	5
Total	15,563	100	17,206	100	20,360	100	22,362	100	21,545	100

TOTAL WEIGHT OF WASTE BY DISPOSAL ROUTES, LIKE-FOR-LIKE (EPRA WASTE-LFL)¹⁾

	2020		2019		2018		
	t	%	t	%	t	%	
Like-for-like shopping centres	Landfill waste	54	0	134	1	236	2
	Incinerated waste	3,609	31	4,467	33	5,132	35
	Composted waste	2,538	22	2,959	22	3,014	20
	Recycled waste	5,028	43	5,232	38	5,702	39
	Reused waste	448	4	833	6	726	5
Total	11,677	100	13,624	100	14,811	100	

¹⁾The coverage of waste data is 97% of GLA under operative control

TOTAL WASTE AMOUNT BY BUSINESS UNIT (EPRA WASTE-ABS)

t	2020	2019	2018	2017	2016
Finland	5,583	6,917	7,810	9,065	9,253
Norway	6,239	6,016	6,346	6,645	6,524
Sweden	3,069	3,506	5,248	5,875	5,109
Estonia	671	767	955	977	877
Total	15,563	17,206	20,360	22,562	21,761

TOTAL WASTE AMOUNT BY SOURCE (EPRA WASTE-ABS)

t	2020	2019	2018	2017	2016	%, 2019-2020	%, 2016-2020
Shopping centres	15,563	17,206	20,360	22,362	21,545	-9.6	-27.8
Other	0	0	0	200	217	-	-
Total	15,563	17,206	20,360	22,562	21,761	-9.6	-28.5

TOTAL WEIGHT OF WASTE IN SHOPPING CENTRES BY TYPE

	2020		2019		2018		2017		2016	
	t	%	t	%	t	%	t	%	t	%
Non-hazardous waste										
Landfill	130	1	190	1	339	2	1,283	6	1,308	6
Energy	4,574	29	5,515	32	7,367	36	74,20	33	6,804	32
Paper	74	0	70	0	426	2	517	2	632	3
Plastic	302	2	300	2	281	1	310	1	296	1
Cardboard	5,868	38	5,768	34	6,237	31	6,535	29	6,347	29
Compost	3,321	21	3,650	21	3,893	19	4,218	19	4,134	19
Metal	248	2	244	1	264	1	288	1	330	2
Glass	320	2	390	2	492	2	495	2	455	2
Other recycled	673	4	1,021	6	885	4	1,096	5	923	4
Other unsorted waste	10	0	9	0	24	0	53	0	222	1
Hazardous	43	0	49	0	152	1	144	1	93	0
Total	15,563	100	17,206	100	20,360	100	22,362	100	21,545	100

PROPORTION OF WASTE BY DISPOSAL ROUTE IN SHOPPING CENTRES BY BUSINESS UNIT (EPRA WASTE-ABS)

	%	2020	2019	2018	2017	2016
Finland	Landfill waste	0	1	1	12	15
	Incinerated waste	30	31	32	25	23
	Composted waste	27	25	24	21	21
	Recycled waste	40	34	35	34	35
	Reused waste	3	8	8	8	7
	Total		100	100	100	100
Norway	Landfill waste	1	1	0	0	0
	Incinerated waste	26	28	27	28	28
	Composted waste	21	23	22	22	26
	Recycled waste	49	46	48	47	44
	Reused waste	4	3	3	3	3
	Total		100	100	100	100
Sweden	Landfill waste	1	1	5	5	3
	Incinerated waste	37	40	52	50	49
	Composted waste	11	10	8	14	10
	Recycled waste	41	40	31	27	33
	Reused waste	11	9	4	3	4
	Total		100	100	100	100
Estonia	Landfill waste	6	3	0	0	0
	Incinerated waste	22	43	43	45	51
	Composted waste	27	23	21	8	8
	Recycled waste	43	31	36	36	40
	Reused waste	2	1	0	11	0
	Total		100	100	100	100

TOTAL WEIGHT OF WASTE IN LIKE-FOR-LIKE SHOPPING CENTRES BY TYPES

	2020		2019		2018	
	t	%	t	%	t	%
Non-hazardous waste						
Landfill	51	0	129	1	215	1
Energy	3,609	31	4,467	33	5,132	35
Paper	62	1	59	0	229	2
Plastic	211	2	243	2	231	2
Cardboard	4,304	37	4,411	32	4,635	31
Compost	2,538	22	2,959	22	3,014	20
Metal	171	1	171	1	171	1
Glass	280	2	348	3	436	3
Other recycled	412	4	788	6	594	4
Other	3	0	4	0	21	0
Hazardous	36	0	45	0	132	1
Total	11,677	100	13,624	100	14,811	100
Total amount change, %	-14.3		-8.0			

RECYCLING RATE OF SHOPPING CENTRES

%	2020	2019	2018	2017	2016
Finland	100	99	99	88	85
Norway	99	99	100	100	100
Sweden	99	99	95	95	97
Estonia	94	97	100	100	100
Total	99	99	98	94	93

PERSONNEL

NUMBER OF EMPLOYEES

	2020		2019		2018		2017		2016	
Total number of employees 31 Dec. (102-7)	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%
Total	252,8		240,6		254,25		247,1		140	
Personnel by country 31 Dec. (102-8)										
Finland	74	29	69,4	29	68,5	27	70,2	28	78	29
Norway	96	38	95,7	40	112,5	44	107,5	44	132	49
Sweden	70	28	62,1	26	60,25	24	56,4	23	50	18
Estonia	11	4	11,4	5	10	4	10	4	8	3
Netherlands	1	0	1	0	2	1	2	1	3	1
Denmark	1	0	1	0	1	0	1	0	1	0

PERSONNEL KEY FIGURES

	2020		2019		2018		2017		2016	
Employment type 31 Dec. (102-8, 401-1)	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%
Permanent employees/Fixed-term employees	237,8 / 15	94/6	219,9 / 20,7	91/9	238,95/15,3	94/6	230,1/17	93/7	259/13	95/5
Full-time employees/Part-time employees	247,8 / 5	98/2	233,2 / 7,4	97/3	250/4,25	98/2	244,5/2,6	99/1	270/2	99/1
Average age of employees and sex distribution (401-1)										
Average age, years 31 Dec.	41		40		41		42		43	
Employees under age 18 during the year	0		0		0		0		0	
Female/male percentage 31 Dec.	106 / 147	42/58	107/133,6	45/55	110,45/143,8	43/57	100,7/146,4	41/59		45/55
Employee turnover during the year (401-1)										
New contracts including short-term substitutions	51,0		53,0		48,9		40,6		42	
Female/male percentage of new contracts	26 / 25	51/49	20 / 33	44/56	28,8/20,1	59/41	17,2/23,4	42/58		45/55
Permanent employees left Citycon	32		71		39		34		59	
Female/male percentage of left employees	14 / 18	44/56	38 / 33	16/14	19,8/19	1	14,9/19	44/56		45/55
Employees returning to work after parental leave	12		5	100		100		99		99
Sick days (403-2)										
Number of sick days during the year	1060		1352		1232		2058		896	
Sick days per employee	8		10		5		8		3	

Full-time equivalent (FTE) is a unit that describes the amount of human resources available, including full-time and part-time employees pro rata, excluding employees who are on long-term leaves.

All employment relationships are based on a legal employment contract.

EMPLOYEE GROUP BY GENDER 31 DECEMBER 2019

	2020				2019				2018			
	Total		of which female		Total		of which female		Total		of which female	
	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%
Management committee	13	5	7	54	14	6	6	43	5.00	2.0	1.00	20.0
Other directors	14	6	5	36	13	5	6	46	21.00	8.3	8.00	38.1
Managers	31	12	18	58	30	12	22	73	128.25	50.4	56.55	44.1
Other employees	194.8	77	77.0	40	183.6	76	97	53	100.00	39.3	44.90	44.9
Total	252.8	100	107	42	240.6	100	131.0	54	254.25	100.0	110.45	43.4

DURATION OF EMPLOYMENT 31 DECEMBER 2019

	2020		2019		2018	
	FTE	%	FTE	%	FTE	%
Less than 2 years	98	39	102.3	43	76.15	30.0
2–4 years	44	17	64.8	27	39	15.3
More than 4 years	110.8	44	73.5	31	139.1	54.7
Total	252.8	100	240.6	100	254.25	100.0

AGE PROFILE 31 DECEMBER 2019

	2020		2019		2018	
	FTE	%	FTE	%	FTE	%
Under 30	36	14	51.1	21	41.4	16.3
30–50	163	64	155.8	65	162.25	63.8
Over 50	53.8	21	33.7	14	50.6	19.9
Total	252.8	100	240.6	100	254.25	100.0

Compensation in Citycon is based on the level of responsibility, job requirements and demands, employees' competences and skills, as well as employee's performance. Salaries are reviewed once a year within each function and on company level. As part of the review, it is ensured that the salaries are in line within each team in terms of the job requirements and employee performance and that gender does not have an impact on salary level. The pay ratio is calculated of average salary of female employees / average salary of male employees (excluding CEO). The responsibility level, job requirements, employees' competences or performance is not taken into account in this pay-ratio.

GENDER PAY RATIO 31 DECEMBER 2020

	women average salary %
Management committee	68
Other directors	103
Managers	97
Other employees	84
Total	84

ECONOMIC RESPONSIBILITY

ECONOMIC VALUE GENERATED AND DISTRIBUTED (EC 201-1)¹⁾

MEUR	2020	2019	2018	2017 ⁵⁾	2016 ⁵⁾
Direct economic value generated					
a) Revenues					
Finland & Estonia	121.9	131.6	138.1	154.9	156.4
Norway	107.3	109.0	114.1	121.6	115.1
Sweden & Denmark	66.4	68.6	64.0	61.7	60.3
Gross rental income	224.3	232.1	237.0	257.4	251.4
Service charge income	71.2	77.1	79.2	80.8	80.3
Revenues from sale of investment properties ²⁾	10.8	65.8	87.7	315.9	109.9
Economic value distributed					
b) Operating costs					
Finland & Estonia	-26.7	-30.4	-33.6	-39.2	-38.3
Norway	-20.3	-21.0	-27.3	-28.9	-26.6
Sweden and Denmark	-14.7	-14.6	-15.1	-14.8	-14.8
Other ⁴⁾	0.0	0.0	0.2	0.7	0.5
Purchases related to property operating costs³⁾	-61.4	-65.6	-75.9	-82.2	-79.2
Finland & Estonia	150.5	66.9	54.9	104.0	222.0
Norway	178.3	21.5	21.1	84.9	45.7
Sweden and Denmark	14.9	14.0	91.7	109.0	45.7
Other ⁴⁾	1.9	3.3	1.2	0.8	1.1
Investments	345.6	105.7	168.8	298.7	314.5
c) Employee wages and salaries					
Finland & Estonia	-3.7	-3.3	-3.2	-3.8	-3.7
Norway	-7.8	-9.4	-9.8	-9.8	-12.0
Sweden and Denmark	-4.3	-3.6	-3.7	-3.8	-3.9
Other ⁴⁾	-5.7	-5.8	-5.4	-6.8	-6.8
Paid wages and salaries	-21.6	-22.1	-22.2	-24.1	-26.2
Finland & Estonia	0.0	-0.1	-0.1	0.0	0.0
Norway	0.0	-0.1	-0.1	-0.1	0.0
Sweden and Denmark	0.0	-0.1	-0.1	-0.1	-0.1
Other ⁴⁾	-0.1	-0.3	-0.1	-0.1	-0.1
Funds used for employee training	-0.2	-0.5	-0.4	-0.4	-0.1

MEUR	2020	2019	2018	2017 ⁵⁾	2016 ⁵⁾
d) Payments to providers of capital²⁾					
Paid dividends and return from invested unrestricted equity fund	-95.7	114.9	-115.7	-116.2	-131.4
Loan repayments and proceeds	136.5	-339.3	106.8	-52.0	3.8
Paid and received financial expenses as well as realised exchange rate losses/gains	-57.4	-60.2	-101.4	-65.7	-57.9
e) Payments to government					
Income taxes received/paid (directly from/ to government)³⁾	-2.0	-1.1	-0.2	-0.1	-0.8
Finland & Estonia	-3.2	-3.3	-3.6	-4.7	-3.8
Norway	-2.1	-1.7	-1.5	-1.6	-1.4
Sweden and Denmark	-3.7	-3.7	-2.5	-3.0	-2.9
Property taxes (payments to government as agent, recharged to tenants)	-9.0	-8.8	-7.7	-9.3	-8.1

¹⁾ The figures do not include Kista Galleria

²⁾ Items from the cash flow

³⁾ Services related to property maintenance always require the use of local employees. Energy was the largest cost item in maintenance costs. Locally procured district heating from regional heating companies is the principal heating method. Electricity is purchased on a centralised basis in all countries.

⁴⁾ Mainly expenses arising from the Group's functions

⁵⁾ Citycon changed the presentation of segments during the last quarter of 2017 to better meet the segment information presented to the Board of directors by combining the monitoring of Estonian operations as a part of the new Finland & Estonia segment. Information from previous years is presented on the basis of new segmentation.

INDEPENDENT ASSURANCE REPORT

(Translated from original Report in Finnish language)

TO THE MANAGEMENT OF CITYCON OYJ

Scope

We have been engaged by Citycon Oyj (here after Citycon) to perform a 'limited assurance engagement,' as defined by International Standards on Assurance Engagements (ISAE) 3000, here after referred to as the engagement, to report on environmental information in Citycon Oyj's Sustainability Accounts 2020 (the "Subject Matter") for the period from 1.1.–31.12.2020.

Criteria applied by Citycon

In preparing the environmental information in Sustainability Accounts 2020, Citycon applied the Global Reporting Initiative (GRI) Sustainability Reporting Standards, European Public Real Estate Association (EPRA) Best Practice Recommendations on Sustainability Reporting (3rd Edition) and Citycon's own internal reporting principles (Criteria). Please note that such principles may not be suitable for another purpose.

Citycon's responsibilities

Citycon's management is responsible for selecting the Criteria, and for presenting the environmental information in Sustainability Accounts 2020 in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and

making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ('ISAE 3000'), and the terms of reference for this engagement as agreed with Citycon on 14.8.2020. Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements

of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the environmental information in Sustainability Accounts 2020 and related information, and applying analytical and other appropriate procedures.

Our procedures included:

- a) An update of our knowledge and understanding of Citycon's material environmental reporting topics, organization and activities,
- b) An assessment of suitability and application of the reporting principles regarding the stakeholders' needs for information,
- c) Interviews with senior management to understand Citycon's environmental management,
- d) Interviews with personnel responsible for gathering and consolidation of the environmental information to understand the systems and processes related to gathering and consolidating the information,

- e) Assessing environmental data from internal and external sources and checking the data to reporting information on a sample basis,
- f) Performing recalculation of information and checking the underlying data on sample basis which is the basis of narrative disclosures related to the data,
- g) Virtually visited Koskikeskus, Liljeholmstorget Galleria and Down Town sites where we assessed reporting practices.

We also performed such other procedures as we considered necessary in the circumstances.

CONCLUSION

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the environmental information in Sustainability Accounts 2020 for the period from 1.1–31.12.2020, in order for it to be in accordance with the Criteria.

RESTRICTED USE

This report is intended solely for the information and use of Citycon Oyj and is not intended to be used by any other parties.

Helsinki, 25 February 2021

Ernst & Young Oy

Mikko Rytilahti

Partner, Authorized Public Accountant

Jani Alenius

Leader of Climate Change and Sustainability Services



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