

Extract of the Annual
Financial Report 2012

Corporate social responsibility programme

CORPORATE SOCIAL RESPONSIBILITY PROGRAMME

COMPLETED ITEMS

Topic	Action	Perimeter			Status	Goals/Comments
		M ⁽¹⁾	U ⁽²⁾	R ⁽³⁾		
Fedimmo	Bring Buildings Agency and Fedimmo corporate social responsibility activities into line. The Buildings Agency is implementing the guidelines laid down in the federal sustainable development plan.			✓		A strategy meeting will be held in the 2013 fiscal year with the Buildings Agency, during which Befimmo will present its approach to sustainable development. A first meeting was held in the 2010 fiscal year.
Management of corporate activities	Reduce environmental impact at Corporate level. Feasibility study of actions to be taken.					This action will continue in subsequent years.
Social and economic aspects	Study the feasibility of actions to be taken.	✓	✓	✓		Several specific measures described in this report have been implemented and others will be implemented over the coming fiscal years.
Sustainable procurement conditions	Formalise the sustainable procurement of wood used.	✓	✓	✓		
New EMS procedure	Terminate a risky activity, ground surveys and risk analyses.	✓	✓	✓		
Recasting of register of legislation	Update of register of legislation and implementation of a "checklist" tool (early January 2012).	✓	✓	✓		
Training programme for AG Real Estate	Devise a training programme for the principal external property manager.	✓	✓			This item has been completed. A new programme will be devised when integrating property management during the first half of 2013.
Renewable electricity	Installation of photovoltaic panels. The target of increasing their area by 15% was achieved and even exceeded in 2012.	✓	✓			Target of 15% increase of floor area maintained for 2013.

(1) Denotes buildings with multiple tenants.
 (2) Denotes buildings with a single tenant.
 (3) Denotes buildings let to the Buildings Agency.

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External evaluation of CSR reporting	Certify the CSR section of the Annual Report 2011 in accordance with GRI standards quality B+.	✓	✓	✓		Deloitte mandate renewed for certification of figures published in the Annual Financial Report 2012.
Designation of a person responsible	One employee joined the human resources department to act as CSR manager.					His role is to raise awareness in the Befimmo team.
Welcoming new employees	Provision of a Welcome Pack to new employees.					
Biodiversity	Studying biodiversity management on various sites and managing the biodiversity of the corporate site.	✓				The "Ecocert" certification of the Goemaere site was temporarily suspended owing to the site supplier's use of maintenance products (weedkillers) not authorised by the label.
Audit programme	<ul style="list-style-type: none"> AG Real Estate: once a year; Buildings Agency: once a year; Large construction sites: the frequency of these audits depends on the scale of the project. 	✓	✓	✓		The external audit of AG Real Estate will be discontinued and replaced by an internal audit.
Business & Society, GRESB	Analyse the feedback and action to be taken.	✓	✓	✓		Remedy shortcomings (mobility, diversity and strengthening relationships with stakeholders).
Quantitative targets	Determine and publish quantitative targets for the main KPIs.	✓	✓	✓		
Employee survey	Continue implementing the recommendations from the well-being and efficiency at work survey.					Most of the points raised have been addressed. A new survey is planned for late 2013.
Mobility	Reduce CO ₂ emissions of the vehicle fleet and draft a car policy.					The car policy has been developed and published on the intranet. The target is to achieve 90% (-4.5% of emissions on the 2012 fiscal year). Befimmo is setting itself the target of cutting the average CO ₂ emissions of its vehicle fleet by a further 3% in 2013.

PARTIALLY COMPLETED ITEMS

Topic	Action	Perimeter			Status	Goals/Comments
		M	U	R		
Promote environmentally friendly practices among tenants	Tenants code of conduct.	✓	✓			Befimmo proposes to organise biannual meetings between tenants, the property managers and Befimmo's commercial department in order to inform them about the building they occupy, its technical operation, the influence and role of each party in relation to environmental protection. A green lease, a "building user guide" and a code of conduct will be proposed at every first appointment with a new tenant. These principles will be formalised when property management is integrated, during the first half of 2013.
	Define comfort criteria: introduce clear environmentally friendly criteria.	✓	✓			The initial draft, and analysis of operating hours of technical facilities and comfort criteria for buildings is in progress. All of these data should be standardised (unless there are reasons not to).
Renewable energy	Fedimmo: study the possibilities for implementing renewable energy.			✓		The installation of photovoltaic panels in the Fedimmo portfolio (by Fedesco) has been discontinued. Fedesco plans to give priority to other measures, mainly to reduce energy consumption and in particular conduct an awareness-raising programme in five Fefimmo buildings. Currently, only the Science-Montoyer building has photovoltaic panels while WTC III is equipped with cogeneration.
	Befimmo: study the possibilities for implementing renewable energy.	✓	✓			Target for 2013: 15% more floor area.

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Energy performance and programme	Reduce carbon footprint Continue with gradual improvement of buildings' energy performance.	✓	✓	✓		<p>Befimmo : breakdown of electricity consumption for common and private areas to ensure that we can cut consumption by 5% by 2014 (base 2011). Fit automatic alarms on telemonitoring.</p> <p>Fedimmo: continue the current awareness campaign and request Fedesco to communicate the current state.</p> <p>Breeam In-Use : At "Asset" level, Befimmo's goal over the next four years is to raise its entire portfolio to a "good" score, i.e. 12% annually, or 7-8 buildings a year. Note that only the buildings in which work is carried out to improve the BREEAM score will be re-certified annually.</p> <p>At "Management" level, the situation will be reviewed when property management is integrated.</p>
Energy monitoring	Improve the quality of telemonitoring data.	✓	✓	✓		Separation of consumption for common and private areas is 75% complete and data consolidation
Waste	Reduce impact of waste relating to use of the building. Feasibility study to determine priorities.	✓	✓			On large construction sites, Befimmo is very careful to manage the waste produced, in particular following the BREEAM certification guidelines. This will be studied further after the integration of the property management business. Contacts have also been made with non-profit association Rotor for recovering site materials.
Collection of documents and data	Inventorise toxic chemicals, waste volume, annual losses of ozone-depleting gases, etc.	✓	✓			These data will be collected as part of the analysis mission and in compliance with the conditions of the environmental permit.
Raise tenants' awareness	Encourage tenants to use green energy.	✓	✓			Reassess current supply contracts. In the light of the takeover of the management business from AGRE, an initial study was conducted to assess the current gas and electricity supply contracts for the entire Befimmo portfolio.

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Ethical stock market index	Analysis of Befimmo's joining the Ethibel index.	✓	✓	✓		The index is joined after the analysis conducted by VIGEO (every 22-24 months). The next assessment should take place during the first half of 2013.
Inventory of emergency generators	Inventory of secondary retention on emergency generators.	✓	✓	✓		Inventory completed for Befimmo and to include Fedimmo.
Preparation of and compliance with environmental permit	Carry out inventory.	✓	✓	✓		For the Befimmo portfolio, the inventory is in progress. Preparations have yet to begin for Fedimmo.
Raise tenants' awareness of environmental permit conditions	Raise awareness of and check compliance with environmental permit of tenant's activities via property management.	✓	✓	✓		For the Befimmo portfolio, the check is in progress. This action is not yet complete.
PEB regulations	Inventory conducted in late 2011 and compliance in 2012.	✓	✓	✓		In 2013, Befimmo will continue to have the remainder of its portfolio certified in response to changing legislation in the regions.
Carbon reporting	Data quality has improved thanks to digital meters; gradual implementation to CDP standard.	✓	✓			Carbon reporting will be carried out in-house using the new Sofi software. The quality of the data in replies to the CDP questionnaire must be improved.
Raising awareness in maintenance companies	Awareness through maintenance contracts which are under the control and responsibility of AG Real Estate. A list of the main maintenance companies will be drawn up. They will be asked what internal measures they are taking to manage environmental risks.	✓	✓			Awareness-raising has already taken place for TEM. Awareness-raising will be extended to other maintenance companies.
Raise suppliers' awareness of health and safety aspects	Make a list of main suppliers/ services. They will be asked what internal measures they are taking to manage environmental risks.	✓	✓			A supplier assessment sheet is being designed as part of the billing system. The coordinators should draft a report on health and safety aspects on construction sites.
Integration of Corporate Social Responsibility throughout Befimmo	The integration must be carried out by defining annual CSR targets at the year-end assessment.					The integration took place in line with the assessment targets. There is a need to measure results and check follow-up, however.

Corporate social responsibility programme

NEW ITEMS

Topic	Action	Perimeter			Status	Goals/Comments
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Help desk	Set up a round-the-clock help desk.	✓	✓	✓	New	Help desk for tenants of the entire Befimmo portfolio (including Fedimmo).
EMS procedures	Review and simplify the EMS procedures.	✓	✓	✓	New	This comprehensive review of procedures will take place after the integration of property management.
Evolution towards ISO 9001	Evolution of the EMS towards a management system based on ISO 9001.	✓	✓	✓	New	Befimmo will focus on integrating the property management business. During 2013 it will nevertheless study and prepare the feasibility of ISO 9001 certification.
Corporate social responsibility benchmark	Corporate social responsibility benchmark: competition, international references, etc.				New	This analysis will be carried out using CDP, GRESB, etc.
Recovery of materials	Recovery of construction materials during major renovations.	✓	✓		New	Befimmo has made initial contact with the Rotor non-profit association. The advantages of future collaboration are clear and will be assessed in 2013 on two test construction sites.
Re-assessment of the "Appearance - impacts" structural process within the EMS	Update the register and introduce new criteria (e.g. BREEAM score, EPB certification level, K and E coefficients, etc.).	✓	✓		New	Also include positive impacts on the environment (e.g. solar panels, etc.).
Wallonia energy performance contract (CPE).	Energy performance contract (CPE) still in preparation for Wallonia.			✓	New	The contract covers fifteen buildings and is in the final stages of preparation with Fedesco. It should be set up by July 2013.
Tenants' meeting	<ul style="list-style-type: none"> Meeting with existing tenants: meeting with the commercial team every 6 months; Meeting with new tenants: presentation by the commercial staff member responsible for the 'User guide' and property management. 	✓	✓	✓	New	The goal is to foster a good relationship with the new tenant and get to know existing tenants better.

Corporate level

Mobility	Use an electric vehicle for short corporate trips.				New	Analyse the feasibility and possibly test the usefulness of an electric vehicle for a short period for short trips by the team.
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Mobility	Organise green mobility days every first Friday of the month for employees who wish to take part (encourage car pooling, public transport, cycling, etc. over the intranet).				New	Raise awareness among staff and encourage them.
Sustainable procurement	Analyse the sustainability of office supplies ("eco-labelled" brands) other than paper, and guide procurement policy in that direction. Generally, adopt a "sustainable" corporate procurement policy (e.g. gifts, etc.).				New	The goal is to make a preliminary analysis when purchasing furniture for the integration of property management.
Recycling	<ul style="list-style-type: none"> • Add plastic/metal/cartons bins at several strategic locations and raise staff awareness of recycling; • Post paper-saving tips on the intranet. 				New	Raise awareness among staff and encourage them.
Communication	Post a "did you know" EMS special once a month on the intranet.				New	To be done after the EMS procedures have been reviewed and simplified.
Communication	Presentation on sustainable construction to the staff, with a more specific part for the commercial team				New	To be done after the integration of the property management business.
Procedures	<ul style="list-style-type: none"> • Introduce a "seminars and training" procedure to notify the Human Resources department of any enrolment and devise a feedback form to be completed after each seminar; • Introduce an "absenteeism" procedure. 				New	
Eco-company label	Apply for an eco-company label (IBGE).				New	
Competition	Enter the "Employer of the year" competition.				New	To be done after the integration of the property management business.