



## Befimmo SA

---

GRESB GRESB Real Estate Assessment 2019

DATE: 28 Jun 2019 9:17:33am Fri UTC

SUBMITTED: 28 Jun 2019 9:17:17am Fri UTC

# Table of Contents

<b>ASPECT CHECKLIST</b>	
Aspect Checklist .....	3
<b>REPORTING CHARACTERISTICS</b>	
Entity Characteristics .....	4
Reporting Characteristics .....	4
New Construction & Major Renovations .....	9
<b>MANAGEMENT</b>	
Sustainability Objectives .....	13
Sustainability Decision Making .....	14
<b>POLICY AND DISCLOSURE</b>	
ESG Policies .....	16
Sustainability Disclosure .....	19
<b>RISKS AND OPPORTUNITIES</b>	
Governance .....	22
Environmental & Social .....	24
<b>MONITORING AND EMS</b>	
Environmental Management Systems .....	31
Data Management Systems .....	31
Monitoring Consumption .....	32
<b>PERFORMANCE INDICATORS</b>	
Office > Energy Consumption .....	34
Office > GHG Emissions .....	38
Office > Water Use .....	40
Office > Waste Management .....	43
Data Review .....	44
Targets .....	47
<b>BUILDING CERTIFICATIONS</b>	
Office > Green Building Certificates .....	49
Office > Energy Ratings .....	51
<b>STAKEHOLDER ENGAGEMENT</b>	
Employees .....	52
Suppliers .....	54
Tenants/Occupiers .....	57
Community .....	60
Health and Well-being .....	61
<b>NEW CONSTRUCTION AND MAJOR RENOVATIONS</b>	
Sustainability Requirements .....	64
Materials and Certifications .....	66
Energy Efficiency .....	69
Water Conservation and Waste Management .....	70
Supply Chain .....	72
Health, Safety and Well-being .....	73
Community Impact and Engagement .....	75
<b>SUPPLEMENTS</b>	
Leader in the Light .....	77
Resilience .....	78

## ASPECT CHECKLIST

There are no errors or warnings for this assessment! Click "Contents" to resume amending the assessment.

## REPORTING CHARACTERISTICS

## Entity Characteristics

## EC2

Nature of ownership:

 Listed entityPlease specify ISIN: Year of commencement: 

Legal status:

 Property company Real Estate Investment Trust (REIT) Non-listed entity Government entity

## EC3

The reporting period is:

 Calendar year Fiscal year

## EC4

Is the organization a member of an industry association?

 Yes (multiple answers possible) Asian Association for Investors in Non-listed Real Estate Vehicles (ANREV) Asia Pacific Real Estate Association (APREA) British Property Federation (BPF) European Association for Investors in Non-Listed Real Estate Vehicles (INREV) European Public Real Estate Association (EPRA) National Association of Real Estate Investment Trusts (NAREIT) Pension Real Estate Association (PREA) Real Property Association of Canada (REALpac) Other No

## REPORTING CHARACTERISTICS

## Reporting Characteristics

## RC1

Values are reported in:

## RC2

What was the gross asset value (GAV) of the entity at the end of the reporting period in millions?

## RC3

Metrics are reported in:

 m2 sq. ft.

RC4

What is the entity's core business?

- Management of standing investments only (continue with RC5.1, RC5.2, RC6)
- Management of standing investments and development of new construction and major renovation projects (continue with RC5.1, RC5.2, RC6, RC-NC1, RC-NC2, RC-NC3)
- Development of new construction and major renovation projects (continue with GRESB Developer Assessment)

**RC5.1**

Describe the composition of the entity's standing investments portfolio during the reporting period

Note: The fields in RC5.1 will be automatically overwritten once you upload the performance indicators asset level data via the Asset Portal. We therefore recommend to prepare and upload the asset level information for the Performance Indicators Aspect prior to filling in RC5.1.

Property Type	% of GAV	Number of Assets	Floor Area		% Indirectly Managed Assets
			m <sup>2</sup>	Floor Area Type	
Retail, High Street	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Retail, Shopping Center	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Retail, Warehouse	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Office	<input type="text" value="100"/>	<input type="text" value="114"/>	<input type="text" value="900547"/>	<input type="text" value="Lettable Floor Area"/>	<input type="text" value="59.9411244"/>
Industrial, Distribution Warehouse	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Industrial, Business Parks	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Industrial, Manufacturing	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Residential, Multi-family	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Residential, Family Homes	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Senior Homes	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Residential, Student Housing	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Hotel	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Healthcare	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Medical Office	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Lodging, Leisure & Recreation	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Data Centers	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Self-storage	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
Parking (indoors)	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>
<b>Totals:</b>	<b>100</b>	<b>114</b>	<b>900 547</b>		

Note: The table above defines the scope of your 2019 GRESB submission and should include the total standing investments portfolio of the investible entity. Any development and/or major renovation projects should only be included in the reporting

scope defined in RC-NC1 and/or RC-NC2. The reporting scope reported above should exclude vacant land, cash or other non real estate assets owned by the entity.

**RC5.2**

Does the table above list the entity's entire standing investment portfolio as per the reporting requirements described above?

- Yes
- No

[RC5.2 - Methodology.pdf](#)

Indicate where in the evidence the relevant information can be found

The attached methodology provides a detailed description of the scope of reporting and the areas considered

Show investors

Provide additional context on how the uploaded evidence supports the entity's reporting boundaries and portfolio composition in RC5.1 (maximum 250 words)

In 2017, Befimmo reviewed its environmental policy. All buildings are now considered in the scope of the environmental objectives (The distinction between historical Fedimmo and Befimmo portfolio is no longer relevant). Indirectly managed assets are the one which are not directly managed by Befimmo. These assets are mostly occupied by the public sector and managed by the Belgian real-estate agency ("Régie des Bâtiments").

**RC6**

Which countries/states are included in the entity's standing investment portfolio?

Country	% of GAV
Belgium	99
Luxembourg	1
<b>Total % GAV</b>	<b>100</b>



REPORTING CHARACTERISTICS

**New Construction & Major Renovations**

**RC-NC1.1**

Describe the composition of the entity's new construction projects during the reporting period

Note: The fields in RC-NC1.1 will be automatically overwritten once you upload the performance indicators asset level data via the Asset Portal. We therefore recommend to prepare and upload the asset level information for the Performance Indicators Aspect prior to filling in RC-NC1.1.

Property Type	In progress at the end of reporting period			Completed during reporting period		
	Number of Assets	Gross Floor Area	GAV* in millions	Number of Assets	Gross Floor Area	GAV* in millions
Retail, High Street	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Retail, Shopping Center	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Retail, Warehouse	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Office	<input type="text" value="5"/>	<input type="text" value="61307"/>	<input type="text" value="157"/>	<input type="text" value="1"/>	<input type="text" value="5300"/>	<input type="text" value="11"/>
Industrial, Distribution Warehouse	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Industrial, Business Parks	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Industrial, Manufacturing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential, Multi-family	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential, Family Homes	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Senior Homes	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential, Student Housing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hotel	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Healthcare	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medical Office	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Lodging, Leisure & Recreation	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Data Centers	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Self-storage	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Parking (indoors)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

\* GAV either according to fair value or based on construction costs

RC-NC1.1 (continued)

Property Type	In progress at the end of reporting period			Completed during reporting period		
	Number of Assets	Gross Floor Area	GAV* in millions	Number of Assets	Gross Floor Area	GAV* in millions
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

\* GAV either according to fair value or based on construction costs

Note: The table above defines the scope of your 2019 GRESB submission on development projects and should include new construction projects that are in progress at the end of reporting period, as well as projects that are completed during the reporting period. The reporting scope reported above should exclude vacant land, cash or other non real estate assets owned by the entity.

RC-NC1.2

Does the table above list all the entity's new construction projects as per the reporting requirements described above?

Yes

Provide additional context for the reporting boundaries on new construction projects (maximum 250 words)

No

RC-NC2.1

Describe the composition of the entity's major renovation projects during the reporting period

Note: The fields in RC-NC2.1 will be automatically overwritten once you upload the performance indicators asset level data via the Asset Portal. We therefore recommend to prepare and upload the asset level information for the Performance Indicators Aspect prior to filling in RC-NC2.1.

Property Type	In progress at the end of reporting period			Completed during reporting period		
	Number of Assets	Gross Floor Area	GAV* in millions	Number of Assets	Gross Floor Area	GAV* in millions
Retail, High Street	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Retail, Shopping Center	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Retail, Warehouse	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Office	<input type="text" value="5"/>	<input type="text" value="13151"/>	<input type="text" value="35"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Industrial, Distribution Warehouse	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Industrial, Business Parks	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

\* GAV either according to fair value or based on construction costs

RC-NC2.1 (continued)

Property Type	In progress at the end of reporting period			Completed during reporting period		
	Number of Assets	Gross Floor Area	GAV* in millions	Number of Assets	Gross Floor Area	GAV* in millions
Industrial, Manufacturing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential, Multi-family	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential, Family Homes	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Senior Homes	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential, Student Housing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hotel	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Healthcare	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medical Office	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Lodging, Leisure & Recreation	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Data Centers	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Self-storage	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Parking (indoors)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

\* GAV either according to fair value or based on construction costs

Note: The table above defines the scope of your 2019 GRESB submission on development projects and should include major renovation projects that are in progress at the end of reporting period, as well as projects that are completed during the reporting period. The reporting scope reported above should exclude vacant land, cash or other non real estate assets owned by the entity.

RC-NC2.2

Does the table above list all the entity's major renovation projects as per the reporting requirements described above?

Yes

Provide additional context for the reporting boundaries on major renovation projects (maximum 250 words)

In its projects, Befimmo strives for a high level of quality and innovation to meet market expectations. In 2017, Befimmo revised its energy-related environmental objectives, starting from the transposition of energy consumption into CO2 equivalent for its entire portfolio. Based on the methodology proposed by the Science Based Targets Initiative (SBTi)<sup>2</sup>, designed to limit the increase in global average temperature to below 2°C, long-term objectives were defined, taking into account potential for renovation, improvement and/or sales of assets in the portfolio. Firstly, the specific emission reduction targets (per m<sup>2</sup>) allow Befimmo to set an energy performance standard for the buildings in the portfolio. Secondly, with the target for an absolute quantity of "avoided CO2e emissions" Befimmo can evaluate the improvements in energy efficiency of buildings acquired over time. The forecasting model implemented in 2017 and reviewed during each strategic decision taken enabled Befimmo to see her renovations projects strategy into the future

until 2030 and also to measure and follow the impact of the renovations.

No

**RC-NC3**

Which countries/states are included in the entity's new construction and/or major renovation projects portfolio?

Country	% of GAV
Belgium	<input type="text" value="100"/>
Total % GAV	100

## MANAGEMENT

## Sustainability Objectives

MA1

Does the entity have specific ESG objectives?

 Yes

The objectives relate to (multiple answers possible)

- General sustainability
- Environment
- Social
- Governance
- Health and well-being

The objectives are

- Fully integrated into the overall business strategy
- Partially integrated into the overall business strategy
- Not integrated into the overall business strategy

The objectives are

- Publicly available

Please provide a hyperlink or a separate publicly available document

Provide hyperlink

Indicate where the relevant information can be found

Provide hyperlink

Indicate where the relevant information can be found

- Not publicly available

Communicate the objectives and explain how the objectives are integrated into the overall business strategy (maximum 250 words)

Befimmo conducted an analysis to identify the issues on which Befimmo's activities could have a positive or negative impact in connection with 15 of the 17 SDGs. These issues were then challenged by a panel of experts (academic, political, real-estate, etc.), external stakeholders, staff, etc. meeting in a workshop or individually. Inspiring trips were organised for the property. In addition, Befimmo is continuing with its regular dialogue with all stakeholders. These various points of view enabled us to review the strategy and define our priorities in six axes that reflect the way we view our business today and tomorrow: the world of work, integration into the city, dialogue, setting an example, mobility and use of resources. Objectives are set out in our action plan 2019 (see document before) for each of the 6 axes.

The strategy is part of an innovation strategy aimed at integrating Social Responsibility into the core of the Company's everyday activities and translating it into sustainable development opportunities for all. Now, the principles of Social Responsibility are at the heart of the Befimmo strategy and are reflected in the Company's daily activities at the environmental, economic and social levels.

 No

MA2

Does the organization have one or more persons responsible for implementing the ESG objectives referenced in MA1?

 Yes

Select the persons responsible (multiple answers possible)

- Dedicated employee(s) for whom sustainability is the core responsibility

Provide the details for the most senior of these employees

Name Job title E-mail LinkedIn profile (optional)

Employee(s) for whom sustainability is among their responsibilities

Provide the details for the most senior of these employees

Name Job title E-mail LinkedIn profile (optional) 
 External consultants/manager

Name of the organization

Name of the main contact Job title E-mail LinkedIn profile (optional) 
 Investment partners (co-investors/JV partners)
 No Not applicable

## MANAGEMENT

## Sustainability Decision Making

## MA3

Does the organization have a sustainability taskforce or committee that is applicable to the entity?

 Yes

Select the members of this taskforce or committee (multiple answers possible)

 Asset managers Board of Directors External consultants

Name of the organization

 Fund/portfolio managers Property managers Senior Management Team Other No

## MA4

Does the organization have a senior decision-maker accountable for the entity's sustainability strategy?

 Yes

Provide the details for the most senior decision-maker on sustainability issues

Name Job title E-mail LinkedIn profile (optional) 

The individual is part of

 Board of Directors Senior Management Team Fund/portfolio managers Investment Committee Other

Please describe the process of informing the most senior decision-maker on the sustainability performance of the entity (maximum 250 words)

At strategic level, the Social Responsibility team consists of 5 people including 3 Executive Officers: the Chief Executive Officer (CEO), the Chief Financial Officer (CFO), the Chief Operating Officer (COO), the Head of Environmental Management and the Head of CSR & Innovation. This team, which meets quarterly, is responsible for developing and monitoring the CSR Action Plan, releasing sufficient resources, and actively participates in the annual Management Review of the ISO 14001 Environmental Management System. The Directors of Befimmo also take part in defining and approving budgets and taking major decisions on Social Responsibility, especially at the strategy meetings held each year and at the meetings scheduled every quarter when the results are published. At operational level, the Environmental Technical Team consists of 5 specialists with the task of improving the environmental performance of the portfolio. It meets regularly and its responsibilities include implementing the Social Responsibility Action Plan. These specialists include the Green Adviser who plays an important role monitoring the effectiveness of energy investments on the ground while ensuring a high level of comfort for tenants. The Head of CSR & Innovation, a member of the Social Responsibility Team, reports directly to the CEO. Her role is both strategic (developing CSR strategy, managing relations with stakeholders) and operational (coordinating and running CSR projects, managing the CSR Action Plan, acting as in-house consultant for other departments and encouraging staff to embrace change). The HRO works with the Head of CSR & Innovation and interacts with the Social Responsibility Team.

No

MA5

Does the organization include ESG factors in the annual performance targets of the employees responsible for this entity?

Yes

Does performance on these targets have predetermined consequences?

Yes

- Financial consequences
- Non-financial consequences

No

Select the employees to whom these factors apply (multiple answers possible):

- All employees
- Board of Directors
- Senior Management Team
- Other

[MA5 - Formulaire evaluation collaborateurs.pdf](#)

Indicate where in the evidence the relevant information can be found

This document is only available in French and Dutch.

See on page 7 out of 9, Objectives / Achievements in terms of Social Responsibility on Befimmo Assessment/Evaluation Form. This Form is completed together with the Manager (N+1), at least once a year; usually at the end of the year. This Form is applicable to all Befimmo's employees.

These targets are obligations of means and not result and are, among others, appreciated by the manager by the end of the year (non-financial consequences).

Befimmo has also a set of measurable ESG targets linked to a collective bonus for the whole team. In 2018, these concerned the use of printers, sending of emails and use of the electric pool car (financial consequences). In 2019, these concern the reduction of all types of waste.

Show investors

No

## POLICY AND DISCLOSURE

## ESG Policies

PD1

Does the organization have a policy/policies in place, applicable to the entity level, that address(es) environmental issues?

Yes

Select all environmental issues included (multiple answers possible)

- Biodiversity and habitat
- Climate/climate change adaptation
- Energy consumption/management
- Environmental attributes of building materials
- GHG emissions/management
- Resilience
- Waste management
- Water consumption/management
- Other

[PD1 - CSR Policy 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for environmental issues included in the CSR policy. This is the latest CSR Policy (2018).

Show investors

[PD1 - Action Plan 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

The action plan provides a breakdown of actions, indicators and objectives linked to the CSR policy. This action plan was applicable during the reporting period 2018.

Show investors

[PD1 - Action plan 2019.pdf](#)

Indicate where in the evidence the relevant information can be found

The action plan provides a breakdown of actions, indicators and objectives linked to the CSR policy. This action plan is the latest version.

Show investors

[PD1 - Climate change -Energy - Resilience.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for climate change and resilience. All information within the document is framed in green with extra information in English as the documents are only available in French.

Show investors

[PD1 - Sheet use of resources.pdf](#)

Indicate where in the evidence the relevant information can be found

Dedicated sheet with information, actions and targets for energy consumption.

Show investors

No

PD2

Does the organization have a policy/policies in place, applicable to the entity level, that address(es) social issues?

Yes

Select all social issues included (multiple answers possible)

- Child labor
- Diversity and equal opportunity
- Forced or compulsory labor
- Occupational safety (for employees)
- Asset level safety (for tenants)
- Employee health & well-being
- Tenant/customer and community health & well-being
- Labor-management relationships



- Employee performance and career development
- Stakeholder engagement
- Worker rights
- Other

[PD2 - Sheet on dialogue.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Stakeholder engagement. This document was still applicable during the reporting period of 2018.

- Show investors

[PD2 - Governance charter 2019.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Diversity and equal opportunity. This is the latest version of the Corporate Governance Charter. Befimmo follows Belgian law in terms of diversity and equal opportunity.

- Show investors

[PD2 - Governance charter 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Diversity and equal opportunity. This is the previous version of the Corporate Governance Charter, as it was applied over the reporting year 2018. Befimmo follows Belgian law in terms of diversity and equal opportunity.

- Show investors

[PD2 - Lettre UN Global Compact.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Forced or compulsory labor; Workers rights and Child labour. This document was signed in 2016 and was still applicable during the reporting period of 2018.

Befimmo itself has no dedicated charter on these matters as it follows the Belgian Law: "Labour and Employment" ([http://www.ejustice.just.fgov.be/cgi\\_loi/change\\_lg.pl?language=fr&la=F&cn=1971031602&table\\_name=loi](http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=1971031602&table_name=loi)).

In the general conditions of Befimmo, this law is also referred to.

- Show investors

[PD2 - Code of Ethics.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Child labor, Workers rights and Forces or compulsory labor. This document was still applicable during the reporting period of 2018.

- Show investors

[PD2 - Action Plan 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Stakeholder engagement. This document was signed in 2016 and was applicable during the reporting period of 2018.

- Show investors

[PD2 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for  
Occupational safety (for employees): p. 88, 110-111  
Asset level safety (for tenants): p. 88, 27  
Employee health & well-being: p. 88, 110-111  
Tenant/customer and community health & well-being: p. 88, 27, 112-113  
Employee performance and career development: p. 88, 106-107.

- Show investors

[PD2 - Présentation Résultats Enquête 2017.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for labor-management Relationships and employee performance. Survey is done every two years. Next survey planned November 2019. This document was still applicable during the reporting period of 2018.

- Show investors

No

## PD3

Does the organization have a policy/policies in place, applicable to the entity level, that address(es) governance issues?

Yes

Select all governance issues included (multiple answers possible)

- Bribery and corruption
- Data protection and privacy
- Employee remuneration
- Executive compensation
- Fiduciary duty
- Fraud
- Political contributions
- Shareholder rights
- Whistleblower protection
- Other

[PD3 - Sheet Ethics.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Corruption. Whole document.

Show investors

[PD3 - Governance charter 2019.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Executive compensation and Shareholder rights. This is the latest version of the charter.

Show investors

[PD3 - Governance charter 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

This is the previous version of the Corporate Governance Charter, as it was applied over the reporting year 2018. Evidence for Diversity and equal opportunity, Executive compensation and Shareholder rights.

Show investors

[PD3 - Dealing Code 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Bribery and Corruption, Fraud and Whistleblower Protection. This is the latest version of the dealing code and was applied over the reporting year 2018.

Show investors

[PD3 - Action Plan 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Page 4: Evidence for Corruption.

Show investors

[PD3 - Code of Ethics.pdf](#)

Indicate where in the evidence the relevant information can be found

Page 1: General principles. Evidence for Corruption. This code of ethics was still applicable during the reporting period 2018.

Show investors

No

## PD4

Does the organization monitor the diversity of the entity's governance bodies and/or the organization's employees?

Yes

Diversity of the entity's governance bodies

Select all diversity metrics (multiple answers possible)

- Age group distribution
- Board tenure

- Gender pay gap
- Gender ratio

Percentage of employees that are:

Women   
 Men

- International background
- Racial diversity
- Socioeconomic background

- Diversity of the organization's employees

Select all diversity metrics (multiple answers possible)

- Age group distribution

Percentage of employees that are:

Under 30 years old   
 Between 30 and 50 years old   
 Over 50 years old

- Gender pay gap
- Gender ratio

Percentage of employees that are:

Women   
 Men

- International background
- Racial diversity
- Socioeconomic background

Provide additional context for the response (maximum 250 words)

In the Team chapter of the Annual Financial Report 2018, graphs are setting out the composition of governance bodies (board of directors, management committee, management and other employees) and breakdown of employees by gender AND by age (p.108). Furthermore, the board tenure is set out in the chapter "Corporate governance" (p.121).

No

**POLICY AND DISCLOSURE**

**Sustainability Disclosure**

PD5.1

Does the organization disclose its ESG actions and/or performance?

- Yes (multiple answers possible)

- Section in Annual Report

Select the applicable reporting level

- Entity
- Investment manager
- Group

[PD5.1 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Although the CSR report is not aligned with the IIRC framework, the CSR content was fully integrated into the corporate and financial parts of the Annual Financial Report 2018 to point out the integrated CSR strategy into the overall strategy of the Company. This report is aligned with the GRI Standards as well as the EPRA Best Practices Recommendations in Sustainability Reporting 2017.

- Show investors

Aligned with

Stand-alone sustainability report(s)

Select the applicable reporting level

- Entity  
 Investment manager  
 Group

[PD5.1 - Compiled CSR Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

As part of the strategic evolution, the information linked to Befimmo's Corporate Responsibility is completely integrated in the Annual Financial Report 2018 and is thus no longer published in a separate chapter. Nevertheless, a CSR Report was composed to facilitate reading of the CSR aspects. This Report includes all chapters and parts from the Annual Financial Report 2018, which refer to Befimmo's Social Responsibility.

 Show investorsAligned with  Integrated Report Dedicated section on corporate website

Select the applicable reporting level

- Entity  
 Investment manager  
 Group

Provide hyperlink

Indicate where the relevant information can be found

 Section in entity reporting to investors Other No

## PD5.2

Does the organization have an independent third party review of its ESG disclosure?

 Yes

Select all applicable options (multiple answers possible, selections must match answers in PD5.1)

 Section in Annual Report

- Externally checked by  
 Externally verified by  
 Externally assured by

Deloitte

using  Stand-alone sustainability report

- Externally checked by  
 Externally verified by  
 Externally assured by

Deloitte

using  Integrated Report Section in entity reporting to investors Other No Not applicable

## PD6

Has the organization made a public commitment to ESG leadership standards or groups that applies to investments in this entity?

Yes

Select all issues included (multiple answers possible)

- Institutional Investors Group on Climate Change (IIGCC)
- Montreal Pledge
- PRI signatory
- RE 100
- Science Based Targets initiative
- Task Force on Climate-related Financial Disclosures (TCFD)
- UN Environment Programme Finance Initiative
- UN Global Compact
- Other

Please provide applicable hyperlink

Provide hyperlink

[http://www.befimmo.be/sites/default/files/gbl\\_quicklinks/lettre\\_un\\_global\\_compact\\_-\\_befimmo\\_29.04\\_8.pdf](http://www.befimmo.be/sites/default/files/gbl_quicklinks/lettre_un_global_compact_-_befimmo_29.04_8.pdf)

Indicate where the relevant information can be found

Letter of commitment to the UN Global Compact.

No

## PD7.1

Does the entity have a process to communicate about ESG-related misconduct, penalties, incidents or accidents?

Yes

The entity would communicate misconduct, penalties, incidents or accidents to:

- Investors
- Public
- Other stakeholders

Other selected. Please describe

Describe the process (maximum 250 words)

For the prevention of conflicts of interest, Befimmo is governed simultaneously by:

- the applicable legal provisions, common to listed companies, as per articles 523, 524 and 524ter of the Code of Company Law;
- a specific regime provided for by article 37 of the Law of 12 May 2014 on BE-REITs, which provides in particular for the obligation of prior notification to the FSMA of certain transactions planned with persons covered by that provision, to carry out such operations at normal market conditions and to make them public;
- and also by the additional rules specified in its charter of corporate governance.

These rules and their application in fiscal year 2018 are described in detail in the Annual Report 2018, pages 141 to 145 and in the Corporate Governance Charter.

This Charter embodies rules designed to prevent market abuses, applicable to the Directors, members of the Management Committee and staff of Befimmo, and anyone else who may have access to privileged information through their involvement in the preparation of a particular transaction. These rules have been supplemented by a code of conduct (the dealing code), intended to raise the awareness of the persons concerned of their principal obligations and to lay down internal procedures to be followed in that regard. The Dealing Code is laid down by the Board of Directors and all employees receive and sign a copy when taking up their post, as part of training provided by the Compliance Officer. The Dealing Code is updated regularly.

No

## PD7.2

Has the entity been involved in any ESG-related misconduct, penalties, incidents or accidents in the reporting year?

Yes

No

## RISKS AND OPPORTUNITIES

## Governance

R01

Does the organization have systems and procedures in place to facilitate effective implementation of the governance policy/policies in PD3?

Yes

Select all applicable options (multiple answers possible)

- Investment due diligence process
- Training related to governance risks for employees (multiple answers possible)
  - Regular follow-ups
  - When an employee joins the organization

Whistle-blower mechanism

Other

[R01 - Sheet Ethics.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for training: see page 2

Furthermore, whenever a recruitment is made, each new employee has systematically an appointment with the Recruitment & Talent Manager to go through the code of ethics.

Show investors

[R01 - Procédure Nouvelles acquisitions.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for new investment due diligence process on pages 3 & 4: "Période d'exclusivité – due diligence". This document is only available in French. Summary of document in French:

- Investment cases are identified through various channels
- Analysis of identified investment cases:
  1. Preliminary analysis by the investment department
  2. Signature of confidentiality agreement and investment memorandum
  3. Thorough analysis and first evaluation
  4. Presentation during the board
  5. Transaction negotiation
  6. Due Diligence --> process of due diligence: internal team of professionals
  7. Signature of agreement to analyse and complete the dossier, verification on site, due diligence report by external parties.
  8. Finalizing transaction

Show investors

[R01 - Dealing Code 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

This is the latest version of the dealing code. Evidence for whistle-blower mechanism.

Furthermore, whenever a recruitment is made, each new employee has systematically an appointment with the Compliance Officer to go through the dealing code and to sign it.

Show investors

[R01 - Internal audit terms of references.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for whistle-blower mechanism: see article 7 on page 5. This document was still applicable during the reporting period 2018.

Show investors

[R01 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for training on pages 144-145.

Show investors

No

Not applicable

R02

Did the entity perform entity-level governance and/or social risk assessments within the last three years?

Yes

Select all issues included (multiple answers possible)

- Bribery and corruption
- Child labor
- Diversity and equal opportunity
- Executive compensation
- Forced or compulsory labor
- Labor-management relationships
- Shareholder rights
- Worker rights
- Other

[R02 - Sheet Ethics.pdf](#)

Indicate where in the evidence the relevant information can be found

Sheet on ethics: whole document.

Show investors

[R02 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

[1]Risk exposure & [2]Applicability level:  
Refer to section 'RISK FACTORS' pages 1 to 12 and section 'REPORT ON INTERNAL CONTROL AND RISK-MANAGEMENT SYSTEMS' on pages 141 to 145.  
Also refer to GRI indicators "GRI-LA" for labor related evidences.

Forced compulsory labor and worker rights: Befimmo complies with the Belgian law on these matters.

Show investors

[R02 - Action Plan 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Page 4: Ethics. Evidence for diversity and equal opportunity.

Show investors

[R02 - Lettre UN Global Compact.pdf](#)

Indicate where in the evidence the relevant information can be found

Signed letter of the UN Global Compact regarding their 10 principles: Evidence on anti-corruption, labour rights and worker rights.

Befimmo itself has no dedicated charter on these matters as it follows the Belgian Law: "Labour and Employment" ([http://www.ejustice.just.fgov.be/cgi\\_loi/change\\_lg.pl?language=fr&la=F&cn=1971031602&table\\_name=loi](http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=1971031602&table_name=loi))

In the general conditions of Befimmo, this law is also referred to.

Show investors

[R02 - Code of Ethics.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence on child labour.

Show investors

[R02 - Governance charter 2019.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence on Executive compensation. This is the latest version of the charter.

Show investors

[R02 - Governance charter 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence on Executive compensation. This charter was applicable during the reporting period 2018.

Show investors

No

## RISKS AND OPPORTUNITIES

## Environmental &amp; Social

R03.1

Does the entity perform asset-level environmental and/or social risk assessments as a standard part of its due diligence process for new acquisitions?

 Yes

Select all issues included (multiple answers possible)

- Building safety and materials
- Climate change adaptation
- Contamination
- Energy efficiency
- Energy supply
- Flooding
- GHG emissions
- Health and well-being
- Indoor environmental quality
- Natural hazards
- Regulatory
- Resilience
- Socio-economic
- Transportation
- Water efficiency
- Waste management
- Water supply
- Other

Other selected. Please describe

[R03.1 - Sheet use of resources.pdf](#)

Indicate where in the evidence the relevant information can be found

Show investors

[R03.1 - Sheet world of work.pdf](#)

Indicate where in the evidence the relevant information can be found

Show investors

[R03.1 - Sheet mobility.pdf](#)

Indicate where in the evidence the relevant information can be found

Show investors

[R03.1 - due diligence process .pdf](#)

Indicate where in the evidence the relevant information can be found

Show investors

[R03.1 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Show investors

 No

 Not applicable



## R03.2

Has the entity performed asset-level environmental and/or social risk assessments of its standing investments during the last three years?

Yes

Select all issues included (multiple answers possible)

Building safety and materials  
Percentage of portfolio covered

Biodiversity  
 Climate change adaptation

Contamination  
Percentage of portfolio covered

Energy efficiency  
Percentage of portfolio covered

Energy supply  
Percentage of portfolio covered

Flooding  
Percentage of portfolio covered

GHG emissions  
Percentage of portfolio covered

Health and well-being

Indoor environmental quality

Natural hazards

Regulatory  
Percentage of portfolio covered

Resilience

Socio-economic

Transportation  
Percentage of portfolio covered

Water efficiency  
Percentage of portfolio covered

Waste management  
Percentage of portfolio covered

Water supply  
Percentage of portfolio covered

Other

The risk assessment is aligned with a third party standard

Yes

No

Describe how the outcomes of the sustainability risk assessments are used in order to mitigate the selected risks (maximum 250 words)

When managing its portfolio, the Company is exposed to environmental risks, notably in terms of pollution, soil, water, air (high CO2 emissions) and also noise pollution. It is also exposed to the risk of not achieving its targets for improving its environmental performance and of losing the certifications (BREEAM, ISO 14001, etc.) that it was received.

In view of its real-estate activity in the broad sense, if such risks were to materialise, the environment could sustain damage and Befimmo could also incur significant costs and suffer damage to its reputation with its stakeholders. The occurrence of an environmental risk could, in some cases, also have an adverse impact on the fair value of the portfolio.

[2] Level of implementation & [3] Risk mitigation:

Befimmo adopts a responsible approach under which it has, for many years, aimed to take the necessary measures to reduce the environmental impact of the activities it controls and directly influences, such as, for its renovation and/or building projects, site checks, and for the operational portfolio compliance with the environmental permits.

Furthermore, the implementation of its Environmental Management System, which is ISO 14001 compliant, allows it better to anticipate environmental risks at both strategic level (acquisitions, major renovations, etc.) and operational level (building maintenance, use of buildings, etc.). It also devotes the necessary resources, both internal and external, to analysing its environmental performance and the potential for improvement, and ensuring compliance with the requirements associated with certifications obtained.

- No  
 Not applicable

## R04

Has the entity performed technical building assessments during the last four years to identify improvement opportunities within the portfolio?

- Yes

Select applicable options (multiple answers possible)

Energy Efficiency

In-house assessment

Percentage of portfolio covered

External assessment

Percentage of portfolio covered

Name of the organization

ICEDD

Deplasse & Associés

[R04 - In-house assessment.pdf](#)

Indicate where in the evidence the relevant information can be found

This document is a summary of in-house monitoring and assessment and is only available in French.

- Monitoring and internal analysis of water consumption based on telemonitoring and a predictive model of consumption developed in-house. This analysis is completed by sending a intervention request to the maintenance company by Befimmo's Green Adviser (p. 2-5).

- Internal monitoring of improvements related to energy work according to the IPMVP protocol (p. 6-15).

- Detailed internal report of the energy performance of a building. This report is shared internally with Property Managers in order to evaluate and compare the building's performance. The report also includes a "Comments" – "Commentaires" (Page1/65) section which includes items to be discussed internally with the teams on various topics including energy. The report also includes a "Projects in progress" – "Projets en cours" (Page 2/65) section that ensures the good implementation of the actions identified to improve the building's environmental performance. The part of the report "List of meters" – "liste des compteurs" (Page 4/65) details the consumption of each meter with the consumption delta compared to the data of the previous year. The performance of the technical installations is also calculated, analyzed and discussed with the Project and Property Manager. The graphs allow a vision of the start times of the installations that are compared to the building occupation times (p. 16-80).

Show investors

[R04 - Energy Audit - Bruxelles Arts - 2016.pdf](#)

Indicate where in the evidence the relevant information can be found

This document, which is still applicable, is a detailed report of the audit of the energy performance of one building. This detailed analysis was executed by an external auditor. This document, which is only available in French, provides:

- the current performance of the envelop,
- the installations (heating, water heater, air cooling, HVAC, lighting),
- an analysis of the energy consumption,
- recommendations for improvement.

Show investors

[R04 - Deplasse CG.pdf](#)

Indicate where in the evidence the relevant information can be found

This external report, only available in French, shows on page 2 an average rating on the state of maintenance and conduct of the technical installations of the building.

The tables on pages 4 to 6 also contain specific remarks to improve the energy performance of the building.

Show investors

Water Efficiency

In-house assessment

Percentage of portfolio covered

External assessment

Percentage of portfolio covered

Name of the organization

CES Building Engineering and Sustainable Development

[R04 - Berekening debiet RW-buffering.pdf](#)

Indicate where in the evidence the relevant information can be found

This document (Berekening maximaal nuttig volume regenwaterbuffer, in English: Calculation of the maximum useful volume) is fully dedicated to the analysis of the water savings possibilities of two buildings in our portfolio.

Show investors

Waste Management

In-house assessment

External assessment

Percentage of portfolio covered

Name of the organization

ROTOR asbl

MCA Recycling

[R04 - Rotor\\_Guimard9\\_bilan.pdf](#)

Indicate where in the evidence the relevant information can be found

This document (Bilan de l'opération de récupération des matériaux réutilisables, in English: Result of the operation of reusable material recuperation) is fully dedicated to illustrate a construction materials recovery project on one of our renovation projects.

Show investors

[R04 - MCA Contract.pdf](#)

Indicate where in the evidence the relevant information can be found

This document provides evidence of waste management contract with MCA Recycling.

Show investors

Health & Well-being

In-house assessment

Percentage of portfolio covered

External assessment

[R04 - IAQ - Illustration](#)

Indicate where in the evidence the relevant information can be found

This document is fully dedicated to illustrate our internal assessment of air quality.

Show investors

No

Not applicable

Has the entity implemented measures during the last four years to improve the energy efficiency of the portfolio?

Yes

List the measures using the table below.

Category	Measure	% whole portfolio covered during the last 4 years	Estimated savings [MWh] (optional)	Target ROI (%) (optional)
Wall/roof insulation	Wall and roof insulation	0%, <25%		
Building automation system upgrades/replacements	Building Management system	0%, <25%		
Building energy management systems upgrades/replacements	Telemonitoring system	≥75, ≤100%		
Installation of high-efficiency equipment and appliances	Condensation boilers/refrigeration	0%, <25%		
Installation of on-site renewable energy	Solar panels	≥25%, <50%		
Installation of on-site renewable energy	Cogeneration	0%, <25%		
Occupier engagement/informational technologies	IPMVP	0%, <25%		

Describe the entity's strategy for implementing efficiency measures (payback period, property type, scope, etc.) and the link to the entity's ESG objectives and/or targets. (maximum 250 words)

The energy performance of buildings plays a very important role in achieving Befimmo's ambitious targets for reducing CO2e emissions by 2030. The forecasting model related for energy consumption confirms a 50% cut in emissions by 2030. This ambitious objective assumes a transition from the use of appliances burning fossil fuels to alternatives such as geothermal energy or electrically-powered equipment such as heat pumps. The use of this type of technology is expected to reduce energy consumption and CO2 emissions by 20 to 30% compared with a "traditional" solution in which all heating and cooling needs would be met by conventional installations (condensing boilers and chillers). Given this very positive outcome, Befimmo aims to carry out a new study in 2019 on the potential and the feasibility of developing new projects based on the geothermal principle in its existing portfolio. Befimmo also aims to limit its CO2e emissions, in particular by continuing to invest in renewable energy generation. Depending on the configuration of the buildings and any subsidies granted on account of their geographical situation, a study of the photovoltaic potential carried out in 2017 enabled Befimmo to identify a number of opportunities for projects to be implemented quickly, together with the technical and financial resources required. There is 3,854 m<sup>2</sup> of panels already installed. Furthermore, by the end of 2019, self-generation by all these installations should cover electricity needs equivalent to the annual consumption of some 150 households. A Payback time calculation is carried out in the majority of projects.

No

Not applicable

R06

Has the entity implemented measures during the last four years to improve the water efficiency of the portfolio?

Yes

List the measures using the table below.

Category	Measure	% whole portfolio covered during the last 4 years	Estimated savings (m <sup>3</sup> ) (optional)	Target ROI (%) (optional)
On-site waste water treatment	Greywater re-use	0%, <25%		
Metering of water subsystems	Occupancy sensors	0%, <25%		
Reuse of storm water and/or grey water for non-potable applications	Rainwater collection	0%, <25%		
Leak detection system	Telemonitoring	≥75, ≤100%		

Describe the entity's strategy for implementing efficiency measures (payback period, property type, scope, etc.) and the link to the entity's ESG objectives and/or targets. (maximum 250 words)

Befimmo regards water consumption as an important issue for the real-estate sector. As a responsible landlord of a large property portfolio, it feels a duty to be very mindful of the proper management and conservation of this resource. It therefore pays particular attention in each of its development projects to incorporating water recovery systems, leak detection, and deploying low-consumption appliances, in particular following the guidelines for BREEAM certification and the quality standards it has devised in-house. At the end of 2018, water recovery systems (rainwater - grey water - boreholes) were installed in 18 Befimmo buildings out of a total of 116 in its portfolio, representing 18% of its total floor area. For each of its construction/renovation projects, Befimmo systematically considers implementing such systems on the basis of the Befimmo quality matrix. In 2018, some ten projects were studied, some of which were already in progress. Befimmo also aims to reduce the water consumption of its portfolio by 15% in relation to 2016 by 2030. It will keep monitoring consumption, replacing obsolete equipment high-performance equipment and raising awareness among users and maintenance companies. Depending on the objectives, such systems are usually accompanied (where possible) by telemonitoring. The Befimmo Green Adviser conducts detailed accounting and continuous monitoring using warning systems designed to optimise consumption and limit the impact of leaks. A Payback time calculation is carried out in the majority of projects.

- No  
 Not applicable

R07

Has the entity implemented measures during the last four years to improve the waste management of the portfolio?

Yes

List the measures using the table below.

Category	Measure	% whole portfolio covered during the last 4 years	Estimated savings (tonnes) (optional)	Target ROI (%) (optional)
Waste management	Waste management contrac	0%, <25%		
Recycling program	Reuse of matériels	0%, <25%		
Waste management	Tenants and cleaning compa	0%, <25%		

R07 (continued)

Category	Measure	% whole portfolio covered during the last 4 years	Estimated savings (tonnes) (optional)	Target ROI (%) (optional)
Other:	Circular economy	0%, <25%		

Describe the entity's strategy for implementing efficiency measures (payback period, property type, scope, etc.) and the link to the entity's ESG objectives and/or targets. (maximum 250 words)

Befimmo continues to extend the waste management contract with a external service provider in order to improve waste management related to its operating portfolio. Concerning buildings under renovation/construction the contracts and the desired levels of BREEAM certification require contractors to be very strict in the management and traceability of waste produced by the sites. Manual workers and all stakeholders involved in the project are involved and educated in waste sorting. Waste management plans are drawn up by specialist consultancies while environmental coordinators are appointed in addition to the BREEAM coordinator to ensure proper waste management. Regarding the outflow of materials, Befimmo is taking a circular-economy approach. For several years now, Befimmo has been assessing the quantities and treatment of building waste. However, Befimmo has seen a positive trend through recycling efforts made so far. Nearly 96% of construction-related waste is recovered. Construction-related waste can also be considered as a resource. Befimmo therefore intends to focus more on the reuse of materials, which today accounts for only a small percentage. Reuse is currently organised in campaigns for dismantling building materials that can be reused in other projects. Befimmo's cooperation with Rotor ASBL has enabled more than 156 tonnes of materials on 11 sites to be recovered since 2013. In order to measure and compare the overall societal impact of various construction or renovation scenarios, Befimmo has chosen to take part in the Belgian governmental Totem initiative by testing the first version of the tool on one of its renovation projects.

- No
- Not applicable

## MONITORING AND EMS

## Environmental Management Systems

ME1

Does the organization have an Environmental Management System (EMS) that applies to the entity level?

- Yes
- The EMS is aligned with a standard
  - The EMS is externally certified by an independent third party
    - Name of the organization  
ISO (International Standards Organization)
    - ISO 14001
    - EMAS (EU Eco-Management and Audit Scheme)
    - Other

The EMS is not aligned with a standard nor certified externally

[ME1 - Certification ISO 14001.pdf](#)

Indicate where in the evidence the relevant information can be found

This document is fully dedicated to provide evidence of ISO 14001 certification. This document is only available in French.

Show investors

[ME1 - Action Plan 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

This action plan refers to the reporting period 2018. The steps concerning ISO 14001 can be found on page 5.

Show investors

[ME1 - Action plan 2019.pdf](#)

Indicate where in the evidence the relevant information can be found

This is the latest version of the action plan (2019). The steps concerning ISO 14001 can be found on page 5.

Show investors

No

## MONITORING AND EMS

## Data Management Systems

ME2

Does the organization have a data management system in place that applies to the entity level?

- Yes
- Select one of the following
- Developed internally
  - Bespoke (custom) internal system developed by a third party
  - External system
- Select the performance indicators included (multiple answers possible)
- Energy consumption  
Percentage of portfolio covered
  - GHG emissions/management  
Percentage of portfolio covered
  - Building safety
  - Indoor environmental quality
  - Resilience
  - Waste streams/management  
Percentage of portfolio covered

Water

Percentage of portfolio covered 100

 Other

Other selected. Please describe Energy &amp; Breeam certification / EPB

Percentage of portfolio covered 100

 No

## MONITORING AND EMS

## Monitoring Consumption

## ME3

Does the entity monitor the energy consumption of the portfolio?

 Yes

Percentage of whole portfolio covered by floor area 99

Type of monitoring (multiple answers possible)

 Automatic meter readings

Percentage of the whole portfolio covered by floor area 64

 Based on invoices

Percentage of the whole portfolio covered by floor area 43

 Manual-visual readings

Percentage of the whole portfolio covered by floor area 84

 Provided by the tenant

Percentage of the whole portfolio covered by floor area 65

 Other

Other selected. Please describe Consumption data from the distribution operators (network).

Percentage of the whole portfolio covered by floor area 89

 No Not applicable

## ME4

Does the entity monitor the water consumption of the portfolio?

 Yes

Percentage of whole portfolio covered by floor area 94

Type of monitoring (multiple answers possible)

 Automatic meter readings

Percentage of the whole portfolio covered by floor area 37

 Based on invoices

Percentage of the whole portfolio covered by floor area 22

 Manual-visual readings

Percentage of the whole portfolio covered by floor area 79

 Provided by the tenant

Percentage of the whole portfolio covered by floor area 35

 Other

Other selected. Please describe Consumption data from the distribution operators (network).

Percentage of the whole portfolio covered by floor area 0



- No
- Not applicable

ME5

Does the entity monitor the waste production of the portfolio?

- Yes

Percentage of whole portfolio covered by floor area

Type of monitoring (multiple answers possible)

- Internal tracking
- Provided by haulers

Percentage of the whole portfolio covered by floor area

- Provided by the tenant
- Other

Explain (a) the calculation methodology for percentage of whole portfolio covered, and (b) limitations and assumptions made in the calculation (maximum 250 words)

Calculation methodology: The percentage of portfolio covered is derived from the GLA of buildings from which we receive information on waste production.

- No
- Not applicable

PERFORMANCE INDICATORS

Office > Energy Consumption

P11.0

Does the entity collect energy consumption data for Office?

Yes

Please provide the TOTAL floor area of your portfolio for this property type, regardless of energy supply and energy data availability and complete PI1.1 - PI1.3 for this property type.

Managed Assets	Floor area (m <sup>2</sup> )
Common Areas	0
Tenant Space	0
Tenant Space, Energy Purchased by Landlord	0
Tenant Space, Energy Purchased by Tenant	0
Whole Building	360752
Shared Services	0
Indirectly Managed Assets	Floor area (m <sup>2</sup> )
Whole Building	539795

Will the energy consumption data of this property type be reported at the asset level?

Yes

No

No

P11.1

Energy consumption - Office

Report absolute values and like-for-like consumption for 2017 and 2018. All assets in the whole portfolio for Office should be included.

To make sure you insert data in the correct section of the table, check the definition of "Managed Assets" and "Indirectly Managed Assets".

Only use Whole Building if no breakdown of data is possible between Base Building and Tenant Space. Additionally, if consumption cannot be separated between Common Areas and Shared Services/ Central Plant, provide both in Shared Services/ Central Plant.

Managed Assets Base Building		Absolute Consumption				Like-for-like Consumption			
		2017	2018		2017	2018	Data coverage (m <sup>2</sup> )	Like-for-like Change	
		Consumption (MWh)	Consumption (MWh)	Data coverage (m <sup>2</sup> )	Maximum coverage (m <sup>2</sup> )	Consumption (MWh)		Consumption (MWh)	%
1	Common areas	Fuels	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
2		District Heating & Cooling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
3		Electricity	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
4	Shared services / central plant	Fuels	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
5		District Heating & Cooling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
6		Electricity	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
7	Outdoor / Exterior areas / Parking	Fuels	<input type="text"/>	<input type="text"/>	N/A	N/A	<input type="text"/>	<input type="text"/>	N/A
8		Electricity	<input type="text"/>	<input type="text"/>	N/A	N/A	<input type="text"/>	<input type="text"/>	N/A
9	Total energy consumption of Base Building		0	0	N/A	N/A	0	0	N/A

Managed Assets Tenant space		Absolute Consumption				Like-for-like Consumption			
		2017	2018		2017	2018	Data coverage (m <sup>2</sup> )	Like-for-like Change	
		Consumption (MWh)	Consumption (MWh)	Data coverage (m <sup>2</sup> )	Maximum coverage (m <sup>2</sup> )	Consumption (MWh)		Consumption (MWh)	%
10	Purchased by landlord	Fuels	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
11		District Heating & Cooling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
12		Electricity	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
13	Purchased by tenant	Fuels	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
14		District Heating & Cooling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
15		Electricity	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
16	Total energy consumption of Tenant Areas		0	0	N/A	N/A	0	0	N/A

Managed Assets Whole building		Absolute Consumption				Like-for-like Consumption				
		2017		2018		2017		2018		Like-for-like Change
		Consumption (MWh)	Consumption (MWh)	Data coverage (m <sup>2</sup> )	Maximum coverage (m <sup>2</sup> )	Consumption (MWh)	Consumption (MWh)	Data coverage (m <sup>2</sup> )	%	
17	Combined consumption common areas + tenant space	Fuels	23642	24675	322771	348505	20588	22583	312879	9,69%
18		District Heating & Cooling	2531	1273	12247	12247	2531	1273	12247	-49,70%
19		Electricity	28730	30750	353568	360752	26404	29010	312879	9,87%
20	Total energy consumption of Whole Building		54 903	56 698	N/A	N/A	49 523	52 866	N/A	6,75%
21	Total energy consumption of Managed Assets		54 903	56 698	N/A	N/A	49 523	52 866	N/A	6,75%

Indirectly Managed Assets Whole building		Absolute Consumption				Like-for-like Consumption				
		2017		2018		2017		2018		Like-for-like Change
		Consumption (MWh)	Consumption (MWh)	Data coverage (m <sup>2</sup> )	Maximum coverage (m <sup>2</sup> )	Consumption (MWh)	Consumption (MWh)	Data coverage (m <sup>2</sup> )	%	
22	Tenant space	Fuels	40766	37108	492646	505302	36636	36562	486773	-0,20%
23		District Heating & Cooling	1017	1135	34493	34493	1017	1135	34493	11,60%
24		Electricity	36550	31757	538075	539795	32247	31659	531895	-1,82%
25	Outdoor / Exterior areas / Parking	Fuels			N/A	N/A			N/A	
26		Electricity			N/A	N/A			N/A	
27	Total energy consumption of Indirectly Managed Assets		78 333	70 000	N/A	N/A	69 900	69 356	N/A	-0,78%
28	Total energy consumption of Whole Portfolio		133 236	126 698	N/A	N/A	119 423	122 222	N/A	2,34%

Explain (a) assumptions made in reporting, (b) limitations in the ability to collect data and (c) exclusions from like-for-like portfolio (maximum 250 words)

[A] In our reporting, we make a distinction between private consumptions and consumptions from shared services. However, as there is no area linked to shared services, your system didn't allow us to make this distinction. This is why we had to sum the electricity consumption in the 'whole Building' table.

[B] No data is collected (i) for private consumptions non communicated, (ii) for unknown and non-received meter readings and (iii) for non-received energy contract mandates

[C] The like-for-like calculation (at constant perimeter), expressed as a year-on-year percentage difference, helps to assess how an indicator changes over time.

Indeed, by excluding variations due to changes in perimeter (as a result of major renovations, acquisitions or sales within the reference period and also for buildings where the meter readings is not received), it is possible to analyze, compare and explain the results achieved in relation to the stated objectives. Note, however, that the like-for-like calculation does not take account of changes in the occupancy of the buildings.

PI1.2

Energy use intensity rates Office

Does the entity report energy use intensities in the whole portfolio for this property type?

Yes

If optional base-line year data is provided, specify year of the data

	Optional base-line year (include year)	2016	2017	2018
Energy use intensity	<input type="text"/>	<input type="text" value="159"/>	<input type="text" value="145"/>	<input type="text" value="147"/>
% of portfolio covered	<input type="text"/>	<input type="text" value="90"/>	<input type="text" value="96"/>	<input type="text" value="95"/>

Select the elements for which intensities are normalized in your calculations

- Air conditioning and/or natural ventilation
- Building age
- Degree days
- Footfall
- Occupancy rate
- Operational hours
- Other
- None of the above

No

PI1.3

Renewable energy generated - Office

Does the entity collect renewable energy consumption and generation data in the whole portfolio for this property type?

Yes

Report absolute renewable energy generation and consumption. All assets in the portfolio for this property type should be included.

	Absolute measurement	
	2017	2018
On-site renewable energy (MWh generated and consumed on-site)	<input type="text" value="779"/>	<input type="text" value="1171"/>
Off-site renewable energy (MWh generated off-site or purchased from third party)	<input type="text"/>	<input type="text"/>
On-site renewable energy (MWh generated on-site and exported)	<input type="text"/>	<input type="text"/>
<b>Total renewable energy</b>	<b>779</b>	<b>1 171</b>

PI1.3 (continued.)

	Absolute measurement	
	2017	2018
Percentage renewable energy	1	2

No

PERFORMANCE INDICATORS

Office > GHG Emissions

PI2.0

Does the entity collect GHG emissions data for Office?

Yes

The GHG emissions reported below are calculated using:

- Location-based method
- Market-based method

The inventory reporting boundary of the GHG emissions reported below is determined using:

- Equity control approach
- Financial control approach
- Operational control approach

Will the GHG emissions data of this property type be reported at the asset level?

- Yes
- No

No

PI2.1

GHG emissions - Office

Report absolute values and like-for-like consumption for 2017 and 2018. All assets in the whole portfolio for Office should be included

	Absolute GHG Emissions				Like-for-like Emissions			
	2017	2018			2017	2018		LfL Change
	Emissions (tonnes)	Emissions (tonnes)	Data coverage (m <sup>2</sup> )	Maximum potential coverage (m <sup>2</sup> )	Emissions (tonnes)	Emissions (tonnes)	Data coverage (m <sup>2</sup> )	%
1   Whole Scope 1	4445.0	4712.0	338195.0	360752.0	3870.5	4318.3	312879.0	11.57%

PI2.1 (continued)

		Absolute GHG Emissions				Like-for-like Emissions				
		2017	2018			2017	2018		LfL Change	
		Emissions (tonnes)	Emissions (tonnes)	Data coverage (m <sup>2</sup> )	Maximum potential coverage (m <sup>2</sup> )	Emissions (tonnes)	Emissions (tonnes)	Data coverage (m <sup>2</sup> )	%	
2	building	Scope 2	147.0	39.0	346290.0	360752.0	147.0	39.0	312879.0	-73.47%
3		Scope 3	8097.0	7283.0	893363.0	900547.0	7716.2	7167.9	568706.0	-7.11%
4	Outdoor/ Exterior areas/ Parking	Scope 1		N/A	N/A			N/A	N/A	
5		Scope 2		N/A	N/A			N/A	N/A	
6		Scope 3		N/A	N/A			N/A	N/A	
7	GHG Offsets purchased			N/A	N/A			N/A	N/A	
8	Net GHG Emissions after offsets		12689.00	12034.00	N/A	N/A	11733.70	11525.20	N/A	-1.78%

Scope 3 emissions in the 2019 GRESB Assessment should be calculated as the emissions associated with tenant controlled areas/electricity purchased by the tenant and indirectly managed assets if these have not been reported upon already in Scope 1 and Scope 2 emissions. Note that if tenant emissions data is not available, data coverage for these areas should be 0, while the maximum data coverage should correspond to the tenant areas generating the emissions. Scope 3 emissions should not include emissions generated through the entity's operations or by its employees, transmission losses or upstream supply chain emissions.

Explain (a) the GHG emissions calculation standard/methodology/protocol, (b) used emission factors, (c) level of uncertainty in data accuracy, (d) exclusions from like-for-like portfolio, and (e) Scope 3 emissions, (f) source and characteristics of GHG emissions offsets (maximum 250 words)

[A] Befimmo applies the GHG Protocol.

[B] The conversion factors needed to calculate CO2e emissions were checked and updated following the GHG protocol and its recommendations. For calculating electricity-related emissions Befimmo use the factor provided by the International Energy Agency. Gas 188gCO2/kwh, Green Electricity 0gCO2/kwh (ADEME, Carbon balance), non green Electricity 172gCO2/kwh, Fuel (heating oil boilers and Befimmo's cars use) 2,511kg CO2/L,(ADEME, Carbon balance), Petrol (Befimmo's cars use) 2,264 kg CO2/L (ADEME, Carbon balance).

[C] We can estimate that scope 1,2,3 uncertainly range is less than, or equal to 2%.

[D] There is no exclusion. It's relevant to calculate the CO2 emissions of waste but, at this stage, Befimmo collects the tones or/and volume of the waste for the Befimmo's buildings in-use as well as for the renovation projects but doesn't convert these data yet into CO2 emissions as well for absolute emissions as for like-for-like calculation. However, Befimmo is studying this issue.

[E] In 2017, in the context of new target setting, there has been a change in the scope definition. Scope 1 contains direct energy from all buildings (even the indirectly managed assets. Indeed, the impact on scope 1 mostly applies when renovating buildings. Befimmo has a direct control on these renovations). Scope 2 includes the electricity consumption of the managed electric installations (the common). Scope 3 includes the electricity consumption of electric installations not managed by Befimmo (the private).

PI2.2

GHG emissions intensity rates - Office

Does the entity report GHG emissions intensities?

Yes

If optional base-line year data is provided, specify year of the data

	Optional base-line year (include year)	2016	2017	2018
GHG emissions intensity	<input type="text"/>	<input type="text" value="15.9"/>	<input type="text" value="14"/>	<input type="text" value="14.1"/>
% of portfolio covered	<input type="text"/>	<input type="text" value="87"/>	<input type="text" value="84.6"/>	<input type="text" value="87"/>





PI3.1 (continued)

Managed Assets		Absolute Consumption				Like-for-like Consumption				
		2017	2018		2017	2018	Data coverage (m <sup>2</sup> )	Like-for-like Change %		
		Consumption (m <sup>3</sup> )	Consumption (m <sup>3</sup> )	Data coverage (m <sup>2</sup> )	Maximum coverage (m <sup>2</sup> )	Consumption (m <sup>3</sup> )			Consumption (m <sup>3</sup> )	
2	Shared Services / Central Plant									
3	Outdoor / Exterior areas / Parking			N/A	N/A			N/A		
4	Total water usage Base Building		0	0	N/A	N/A	0	0	N/A	
5	Tenant space	Purchased by landlord								
6		Purchased by tenant								
7	Total water usage Tenant Areas		0	0	N/A	N/A	0	0	N/A	
8	Whole building	Combined consumption common areas + tenant space	103950	135695	342149	360749	74952	86178	311086	14,98%
9	Total water usage Whole Building		103 950	135 695	N/A	N/A	74 952	86 178	N/A	14,98%
10	Total water usage Managed Assets		103 950	135 695	N/A	N/A	74 952	86 178	N/A	14,98%

Indirectly Managed Assets		Absolute Consumption				Like-for-like Consumption				
		2017	2018		2017	2018	Data coverage (m <sup>2</sup> )	Like-for-like Change %		
		Consumption (m <sup>3</sup> )	Consumption (m <sup>3</sup> )	Data coverage (m <sup>2</sup> )	Maximum coverage (m <sup>2</sup> )	Consumption (m <sup>3</sup> )			Consumption (m <sup>3</sup> )	
11	Whole building	Tenant space	137174	102198	459531	539795	107699	101421	450235	-5,83%
12		Outdoor / Exterior areas / Parking			N/A	N/A			N/A	
13	Total water usage Indirectly Managed Assets		137 174	102 198	N/A	N/A	107 699	101 421	N/A	-5,83%
14	Total water usage Whole Portfolio		241 124	237 893	N/A	N/A	182 651	187 599	N/A	2,71%

Explain (a) assumptions made in reporting, (b) limitations in the ability to collect data and (c) exclusions from like-for-like portfolio (maximum 250 words)

(a) All consumptions are taken into account (including unusual consumptions due to works, maintenance and leaks). It also includes consumptions from rain water and ground water.

(b) When the invoicing period doesn't fit with the reporting period, we interpret consumption proportionally.

(c) For like-for-like calculation, we exclude buildings that have been sold, acquired or undergo heavy renovations during the like-for-like period.

Water use intensity rates - Office

Does the entity report water use intensities?

Yes

If optional base-line year data is provided, specify year of the data

	Optional base-line year (include year)	2016	2017	2018
Water use intensity	<input type="text"/>	<input type="text" value="0.26"/>	<input type="text" value="0.25"/>	<input type="text" value="0.25"/>
% of portfolio covered	<input type="text"/>	<input type="text" value="92"/>	<input type="text" value="95"/>	<input type="text" value="88"/>

Select the elements for which intensities are normalized in your calculations

- Air conditioning and/or natural ventilation
- Building age
- Degree days
- Footfall
- Occupancy rate
- Operational hours
- Other
- None of the above

No

PI3.3

Water reuse and recycling - Office

Does the entity collect reuse, recycling and consumption data?

Yes

Report absolute water reuse, recycling, and on-site capture data. All assets in the whole portfolio for this property type should be included.

	Absolute measurement	
	2017	2018
On-site water reuse (greywater, blackwater)	<input type="text" value="0"/>	<input type="text" value="0"/>
On-site capture (rainwater, fog, condensate)	<input type="text" value="7317"/>	<input type="text" value="3442"/>
On-site extraction (groundwater)	<input type="text" value="4992"/>	<input type="text" value="7610"/>
<b>Total reused and recycled water</b>	<b>12 309</b>	<b>11 052</b>
Percentage reused and recycled water	<input type="text" value="5.1"/>	<input type="text" value="4.65"/>

No

PERFORMANCE INDICATORS

Office > Waste Management

PI4.0

Does the entity collect waste data for Office?

Yes

Will the waste management data of this property type be reported at the asset level?

Yes

No

No

PI4.1

Waste management - Office

Report absolute values for 2017 and 2018. All assets in the whole portfolio for Office should be included.

			Absolute Measurement	
			2017	2018
1	Managed Assets	Total weight of hazardous waste in metric tonnes	23.7	237.4
2		Total weight of non-hazardous waste in metric tonnes	10602	51750.4
3		% managed portfolio covered	72	82
4	Indirectly Managed Assets	Total weight of hazardous waste in metric tonnes	0.4	1.5
5		Total weight of non-hazardous waste in metric tonnes	1080.4	531.1
6		% indirectly managed portfolio covered	36	58
Proportion of waste by disposal route (% of total by weight)			2017	2018
7	Whole Portfolio (OFF)	Landfill	0	0
8		Incineration	11	2
9		Diverted (total)	89	98
10		Diverted - waste to energy (optional)	0	0
11		Diverted - recycling (optional)	89	98
12		Diverted - other (optional)	0	0
13		Other / Unknown	0	0

Explain (a) assumptions made in reporting, (b) limitations in the ability to collect data, and (c) exclusions from portfolio (maximum 250 words)

[A] Assumptions: Building waste includes all waste related to building/renovation projects, 100% of which is reported. The waste associated with such projects has been systematically collected since 2013.  
 [B] Limitations: The data given relate to the quantities of hazardous (waste that presents a specific hazard to humans or the environment. Types of hazardous waste are identified and listed in regional regulations.) and non-hazardous waste, all categories (paper and cardboard, plastic, glass, wood, earth, concrete, rubble, metals and other mixed waste). The amounts of waste are influenced by the number and characteristics of the renovation construction sites.  
 [C] The volume of construction waste is highly variable depending on the type and number of sites. However, Befimmo has seen a positive trend through recycling efforts made so far. Nearly 96% of construction-related waste is recovered.

## PERFORMANCE INDICATORS

### Data Review

P11.4

Review, verification and assurance of energy consumption data

Has the entity's energy consumption data reported above been reviewed by an independent third party?

- Yes
- Externally checked
- Externally verified

Externally assured

Assured by

Deloitte

Using scheme

[PI1.4 - Limited assurance Deloitte 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

This document is an annex of our annual financial report 2018 providing evidence of the external assurance (p.246-247).

Show investors

[PI1.4 - EPRA sustainable performance measures.pdf](#)

Indicate where in the evidence the relevant information can be found

EPRA Sustainable Performance Indicators: External verification 2018 for Befimmo (p.88 of the Annual Financial Report 2018).

Show investors

No

Not applicable

**PI2.3**

Review, verification and assurance of GHG emissions data

Has the entity's GHG emissions data reported above been reviewed by an independent third party?

Yes

Externally checked

Externally verified

Externally assured

Assured by

Deloitte

Using scheme

[PI2.3 - Limited assurance Deloitte 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

This document is an annex of our annual financial report 2018 providing evidence of the external assurance (p.246-247).

Show investors

[PI2.3 - EPRA sustainable performance measures.pdf](#)

Indicate where in the evidence the relevant information can be found

EPRa Sustainable Performance Indicators: External verification 2018 for Befimmo (p.88 of the Annual Financial Report 2018).

Show investors

- No  
 Not applicable

#### PI3.4

Review, verification and assurance of water use data

Has the entity's water use data reported above been reviewed by an independent third party?

- Yes  
 Externally checked  
 Externally verified  
 Externally assured  
Assured by  
Deloitte

Using scheme

[PI3.4 - Limited assurance Deloitte 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

This document is an annex of our annual financial report 2018 providing evidence of the external assurance (p.246-247).

Show investors

[PI3.4 - EPRa sustainable performance measures.pdf](#)

Indicate where in the evidence the relevant information can be found

EPRa Sustainable Performance Indicators: External verification 2018 for Befimmo (p.88 of the Annual Financial Report 2018).

Show investors

- No  
 Not applicable

#### PI4.2

Review, verification and assurance of waste management data

Has the entity's waste management data reported above been reviewed by an independent third party?

- Yes  
 Externally checked

- Externally verified
  - Externally assured
- Assured by  
DELOITTE

Using scheme

[PI4.2 - Limited assurance Deloitte 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

This document is an annex of our annual financial report 2018 providing evidence of the external assurance (p.246-247).

Show investors

[PI4.2 - EPRA sustainable performance measures.pdf](#)

Indicate where in the evidence the relevant information can be found

EPRA Sustainable Performance Indicators: External verification 2018 for Befimmo (p.88 of the Annual Financial Report 2018).

Show investors

- No
- Not applicable

PERFORMANCE INDICATORS

Targets

PI5

Has the entity set long-term reduction targets?

Yes

Area	Target type	Long-term target	Baseline year	End year	2018 target	Portfolio coverage	Are these targets communicated externally?
Energy consumption	.	<input type="text"/>	.	.	<input type="text"/>	<input type="text"/>	.
GHG emissions	<input type="text" value="Intensity-based"/>	<input type="text" value="33"/>	<input type="text" value="2016"/>	<input type="text" value="2030"/>	<input type="text"/>	<input type="text" value="100"/>	<input type="text" value="Yes"/>
Water consumption	<input type="text" value="Intensity-based"/>	<input type="text" value="15"/>	<input type="text" value="2016"/>	<input type="text" value="2030"/>	<input type="text"/>	<input type="text" value="100"/>	<input type="text" value="Yes"/>
Waste diverted from landfill	.	<input type="text"/>	.	.	<input type="text"/>	<input type="text"/>	.
<input type="text"/>	.	<input type="text"/>	.	.	<input type="text"/>	<input type="text"/>	.

Clarify if and how these targets relate to the objectives reported in MA1 (maximum 250 words)

In 2017, Befimmo has redefined new long term targets for reducing greenhouse gas emissions in accordance with the recommendations of IPCC scientists, following the Science Based Target method.

Befimmo aims to reduce by 50% its direct CO2e emissions related to the heating of buildings by 2030.

In addition, Befimmo still has a target of cutting the CO2e emissions related to controlled indirect energy consumption by 17%, and the CO2e emissions related to uncontrolled indirect energy consumption by 17% (excluding offsets) of its buildings. It is well aware that this ambitious aim of reducing its environmental impact can be influenced by the constantly changing needs and behaviours of society, the world of work, especially through the use of new technologies and/or a new form of mobility that is now more geared towards electricity, but it intends to stand firmly by this target.

This approach assumes flexibility and anticipation of the electricity needs that Befimmo will immediately integrate into all of its projects.

Finally, to achieve its objectives, Befimmo's ambition is firstly to maximise and/or develop existing and future renewable energy generation facilities, and to achieve 100% use of green energy across its entire portfolio, including private areas, by 2020.

No



**BUILDING CERTIFICATIONS**

**Office › Green Building Certificates**

**BC1.1**

Does the entity's portfolio include standing investments that obtained a green building certificate at the time of design, construction, and/or renovation?

Yes

Specify the certification scheme(s) used and the percentage of the portfolio certified for this property type (multiple answers possible)

Scheme name/sub-scheme name	Level of certification	% portfolio covered by floor area	Number of certified assets
BREEAM/New Construction	Excellent	<input type="text" value="1"/>	<input type="text" value="1"/>
BREEAM/Refurbishment and Fit-out	Excellent	<input type="text" value="14"/>	<input type="text" value="4"/>
BREEAM/Refurbishment and Fit-out	Very Good	<input type="text" value="8"/>	<input type="text" value="9"/>
BREEAM/Refurbishment and Fit-out	Good	<input type="text" value="1"/>	<input type="text" value="1"/>
BREEAM/New Construction	Outstanding	<input type="text" value="6"/>	<input type="text" value="1"/>

A list of provisionally validated certification schemes is provided in the Appendix of the [Reference Guide](#). If you wish to add a new scheme, please [contact GRESB](#), and you will be asked to complete the validation questions for the scheme (see Reference Guide Appendix).

No

Not applicable

**BC1.2**

Does the entity's portfolio include standing investments that hold a valid operational green building certificate?

Yes

Specify the certification scheme(s) used and the percentage of the portfolio certified for this property type (multiple answers possible)

Scheme name/sub-scheme name	Level of certification	% portfolio covered by floor area baseline year <small>(optional in 2019)</small>	% portfolio covered by floor area 2017 <small>(optional in 2019)</small>	% portfolio covered by floor area 2018	Number of certified assets 2018
BREEAM/In Use	Good	<input type="text"/>	<input type="text"/>	<input type="text" value="1.5"/>	<input type="text" value="1"/>
BREEAM/In Use	Very Good	<input type="text"/>	<input type="text"/>	<input type="text" value="6.5"/>	<input type="text" value="1"/>

A list of provisionally validated certification schemes is provided in the Appendix of the [Reference Guide](#). If you wish to add a new scheme, please [contact GRESB](#), and you will be asked to complete the validation questions for the scheme (see Reference Guide Appendix).

No

Not applicable

**BUILDING CERTIFICATIONS**

**Office > Energy Ratings**

**BC2**

Does the entity's portfolio include standing investments that obtained an energy rating?

Yes

Specify the energy efficiency rating scheme used and the percentage of the portfolio rated for this property type (multiple answers possible)

EU EPC (Energy Performance Certificate)

Percentage of the portfolio based on floor area

Country/Region/Municipality	% Coverage (within region)	Number of rated assets	Floor area weighted score	
			2017	2018
Belgium	<input type="text" value="60"/>	<input type="text" value="51"/>	<input type="text" value="256.84"/>	<input type="text" value="248.07"/>
Luxembourg	<input type="text" value="100"/>	<input type="text" value="1"/>	<input type="text" value="761.7"/>	<input type="text" value="761.7"/>

- NABERS Energy
- ENERGY STAR
- Government energy efficiency benchmarking
- Other

No  
 Not applicable

## STAKEHOLDER ENGAGEMENT

## Employees

SE1

Does the organization provide regular trainings for the employees responsible for the entity?

 YesPercentage of employees who received professional training in 2018 Percentage of employees who received sustainability-specific training in 2018 

Sustainability-specific training focuses on the following elements (multiple answers possible)

 Training topics on environmental issues

- Contamination
- Greenhouse gas emissions
- Energy
- Natural hazards
- Regulatory standards
- Supply chain environmental impacts
- Waste
- Water
- Other

 Training topics on social issues

- Community social and economic impacts
- Safety
  - Community safety
  - Customer / tenant safety
  - Employee safety
  - Supply chain safety

 Health and well-being

- Community health and well-being
- Customer / tenant health and well-being
- Employee health and well-being
- Supply chain health and well-being

 Other No

SE2.1

Has the organization undertaken an employee satisfaction survey during the last three years?

 Yes

The survey is undertaken (multiple answers possible)

 InternallyPercentage of employees covered Survey response rate  By an independent third party[SE2.1 - Présentation Résultats Enquête 2017.pdf](#)

Indicate where in the evidence the relevant information can be found

This document is fully dedicated in providing evidence of the employee Survey. This document is only available in French/Dutch. Next Survey is planned November 2019 - This Survey is conducted every two years. It is still applicable for the reporting period 2018.

 Show investors

The survey includes quantitative metrics

 Yes

Metrics include

 Net Promoter Score

- Overall satisfaction score
- Other

No

No

SE2.2

Does the organization have a program in place to improve its employee satisfaction based on the outcomes of the survey referred to in SE2.1?

Yes

Select all applicable options (multiple answers possible)

- Development of action plan
- Feedback sessions with Senior Management Team
- Feedback sessions with separate teams/departments
- Focus groups
- Other

Other selected. Please describe

No

Not applicable

SE3

Has the organization monitored conditions for and/or tracked indicators of employee safety during the last three years?

Yes

Select all applicable options (multiple answers possible)

- Work station and/or workplace checks

Percentage of employees

- Absentee rate

- Injury rate

- Lost day rate

- Other metrics

Other selected. Please describe

Rate of other metric(s)

Explain the employee occupational safety indicators calculation method (maximum 250 words)

Absenteeism rate: ratio of the number of hours of short-term sickness (<30 days) to the total hours worked.

Lost day rate: ratio of the number of hours lost due to occupational injury to the total number of hours scheduled to be worked by the workforce.

% of employees that are part-time employed: ratio of employees that are working under a part-time contract (including time credits). We consider openness to part-time work as a guarantee for our team members to adapt their work load to their specific private situation and allow them to have a better work/life balance.

In terms of work stations, Befimmo renewed all its offices at its head office ("Smart Ways Of Working") opening up the entire space in 2016. In 2018, a survey was launched to check where improvements could be made. This survey is now completed and a summary is made to get started on the improvements:

Befimmo already introduced some improvements like plants in its office space. We were not able to enclose a floor plan of our work stations as we cannot add evidence for this question.

No

## STAKEHOLDER ENGAGEMENT

## Suppliers

## SE4.1

Does the entity include ESG-specific requirements in procurement processes to drive sustainable procurement?

Yes

Select all issues covered by procurement processes (multiple answers possible)

- Business ethics
- Environmental process standards
- Environmental product standards
- Human rights
- Human health-based product standards
- Occupational safety
- Health and well-being
- ESG-specific requirements for sub-contractors
- Other

Select the external parties to whom the requirements apply (multiple answers possible)

- Contractors
- Property/asset managers
- Suppliers
- Supply chain (beyond 1 tier suppliers and contractors)
- Other

[SE4.1 - Sheet use of resources.pdf](#)

Indicate where in the evidence the relevant information can be found

Document of 2018: Chapter on Responsible procurement pages 10-12.

Show investors

[SE4.1 - Sheet Ethics.pdf](#)

Indicate where in the evidence the relevant information can be found

Full document on ethics.

Show investors

[SE4.1 Exigences Techniques Minimum.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for human health-based product standards (p.4 - red framing): information on, among others, carpet, paint, glue, material choice with a small impact on human health.

Show investors

[SE4.1 - Evidence for occupational safety.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for occupational safety

Conditions d'achat BREEAM Certification XL (purchase conditions BREEAM Certification XL), p.2-4  
Evidence for cleanliness (1.3), respect (noise, cleanliness, etc.) (1.5), safety (1.6), responsibility (1.7).

Conditions généraux commande de travaux (general conditions for building/renovation works), p.11-14  
Evidence for security and health (8), applicable law on this matter (16).

Contrat d'entreprise générale (general company contract), p.15-75

Evidence for, among others, a security and health coordinator (1.1.4), a green book (1.1.14), a general security and health plan (1.1.29), reference to the law on this matter (chapter IX.1)

Security & health plan BESIX for the Quatuor building, p.76-210

Example of a plan.

Please note that the relevant parts have been framed as some parts of the documents are applicable for this question.

Show investors

[SE4.1 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Environmental process standards and Environmental product standards, on pages 56 and 57.

Show investors

[SE4.1 - Code of Ethics.pdf](#)

Indicate where in the evidence the relevant information can be found

Full document on ethics (dated 13 November 2014), still applicable during the reporting period 2018. Befimmo follows the Belgian law on ethics and human rights, as is communicated on page 1 - General principles.

 Show investors
[SE4.1 - Services environnementaux Arts56.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Property Managers.

The Property Management, which is fully internalised within Befimmo, is made aware of environmental aspects such as sustainable procurement. Therefore, all property managers receive an internal training programme on the ISO 14001 topic. The property managers then become the link between tenants and sustainable procurement and their task is to raise awareness among the occupants of the Befimmo portfolio on this matter. The Property Managers participate together with the Environmental department in the presentations regarding the environmental services which are given to the tenants. These presentations contain specific content on sustainability and the use of our "CSR Standards". Please see slide 11 of this presentation "Befimmo – Services environnementaux – Arts56", bullet point 3. The content of this presentation is in French. Please find the translation in English below:

Sustainability (durabilité):

Your preoccupations:

Measure and manage the environmental impact linked to your day-to-day activities and the staff and visitor travel.

Our answers:

Space planning, landscaping projects done by specialists based (or not) on Befimmo quality standards.

 Show investors
[SE4.1 - Responsible procurement charter.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for suppliers.

 Show investors

- No  
 Not applicable

**SE4.2**

Does the entity engage with its supply chains to ensure the specific ESG requirements in SE4.1 are met?

 Yes

Describe the process (maximum 500 words)

Befimmo has integrated the principles of Social Responsibility into its strategy and day-to-day operations, as described in its CSR policy.

Befimmo is determined to further integrate the CSR approach into its supply chain, suppliers being an integral part of it. Therefore, a Sustainable Procurement Charter has been drafted and transmitted to its suppliers to clearly communicate the commitments the Company expects from them. Each supplier is invited to accept the charter.

- No  
 Not applicable

**SE5.1**

Does the organization monitor property/asset managers' compliance with the ESG-specific requirements in place for this entity?

 Yes

The organization monitors compliance of:

- Internal property/asset managers  
 External property/asset managers  
 Both internal and external property/asset managers

Select all methods used (multiple answers possible)

Checks performed by independent third party  
 Name of the organization  
 LRQA

- Property/asset manager sustainability training  
 Property/asset manager self-assessments

- Regular meetings and/or checks performed by the organization's employees
- Require external property/asset managers' alignment with a professional standard

Standard  Other[SE5.1 - Rapport audit interne.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for Property/asset manager self-assessments. This is a checklist used by our technical department for all types of subjects related to a building.

 Show investors[SE5.1 - Certification ISO 14001.pdf](#)

Indicate where in the evidence the relevant information can be found

This document provides evidence of ISO 14001 certification by LRQA.

 Show investors[SE5.1 - Rapport d'audits Chantiers.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for property managers and monitoring:

The property managers are the link between tenants and sustainable procurement and their task is to raise awareness among the occupants of the Befimmo portfolio on this matter. The Property Managers participate together with the Environmental department in the presentations regarding the environmental services which are given to the tenants.

Furthermore, the level of compliance with the good application of our sustainability conditions and sustainable procurement are verified through audits on foreseen building sites, at a frequency of 2 audits a year, following our ISO 14001 procedures. This document was established and only exists in French.

 Show investors

- No
- Not applicable

**SE5.2**

Does the organization monitor external suppliers' and/or service providers' compliance with the ESG-specific requirements in place for this entity?

 Yes

Select all methods used (multiple answers possible)

- Checks performed by an independent third party  
Name of the organization  
ABV Environnement
- Regular meetings and/or checks performed by the organization's employees
- Regular meetings and/or checks performed by external property/asset managers
- Require supplier/service providers' alignment with a professional standard
- Supplier/service provider sustainability training
- Supplier/service provider self-assessments
- Other

- No
- Not applicable

**SE6**

Is there a formal process for stakeholders to communicate grievances that applies to this entity?

 Yes

Select all characteristics applicable to the process (multiple answers possible)

- Dialogue based
- Legitimate
- Accessible
- Improvement based
- Predictable
- Equitable
- Rights compatible



- Transparent
- Safe
- Other

Select the stakeholders to whom the process apply (multiple answers possible)

- Community
- Contractors
- Employees
- External property/asset managers
- Service providers
- Suppliers
- Supply chain (beyond tier 1 suppliers and contractors)
- Tenants
- Other

- No
- Not applicable

**STAKEHOLDER ENGAGEMENT**

**Tenants/Occupiers**

**SE7**

Does the entity have a tenant engagement program in place that includes sustainability-specific issues?

- Yes

Select all approaches to engage tenants (multiple answers possible)

- Building/asset communication
- Provide tenants with feedback on energy/water consumption and waste
- Social media/online platform
- Tenant engagement meetings
- Tenant events focused on increasing sustainability awareness
- Tenant sustainability guide
- Tenant sustainability training
- Other

- No

**SE8.1**

Has the entity undertaken tenant satisfaction surveys during the last three years?

- Yes

The survey is undertaken (multiple answers possible)

- Internally  
 Percentage of tenants covered   
 Survey response rate
- By an independent third party

The survey includes quantitative metrics

Yes

Metrics include

- Net Promoter Score
- Overall satisfaction score
- Satisfaction with communication
- Satisfaction with responsiveness
- Satisfaction with property management
- Understanding tenant needs
- Value for money
- Other

No

No

Not applicable

## SE8.2

Does the entity have a program in place to improve tenant satisfaction based on the outcomes of the survey referred to in SE8.1?

Yes

Select all applicable options (multiple answers possible)

- Development of an asset-specific action plan
- Feedback sessions with asset/property managers
- Feedback sessions with individual tenants
- Other

Describe the tenant satisfaction improvement program (maximum 250 words)

Befimmo attaches great importance to the occupants and users of its property portfolio. It endeavours to retain its tenants by providing quality spaces that are easily accessible, with good environmental management and affordable. Befimmo has a team of motivated professionals (commercial and technical staff, managers, etc.), reporting to the Chief Operating Officer (COO), whose goal is to improve the quality of "customer service". Indeed, tenants' satisfaction, the dialogue between the landlord and tenant and their security and health are priorities for Befimmo and are essential in the eyes of all its stakeholders. Befimmo intends to invite its tenants to take part in its approach to achieve more sustainable development, and to that end proposes to organise biannual meetings between tenants, the Property Management and Befimmo's commercial department in order to inform tenants about the building they occupy, its technical operation, and the influence and role of each party in relation to environmental protection. An Environmental Cooperation Agreement, Building User Guide (BUG) and a welcome pack containing all useful contact details related to Befimmo will be systematically offered to new tenants. Furthermore, the integration of the Property Management business has made Befimmo the tenant's day-to-day contact point, and it therefore has more room to manoeuvre in raising its customers' awareness of these environmental issues.

No

Not applicable

## SE9

Does the entity have a fit-out and refurbishment program in place for tenants that includes sustainability-specific issues?

Yes

Select all topics included (multiple answers possible)

- Fit-out and refurbishment assistance for meeting the minimum fit-out standards
- Tenant fit-out guides
 

0%, <25%
- Minimum fit-out standards are prescribed
- Procurement assistance for tenants
- Other

No

## SE10.1

Does the entity include sustainability-specific requirements in its standard lease contracts?

Yes

Select all topics included (multiple answers possible)

- Cooperation and works:
  - Environmental initiatives
  - Enabling upgrade works
  - Sustainability management collaboration
  - Premises design for performance
  - Managing waste from works
  - Social initiatives
  - Other
- Management and consumption:
  - Energy management
  - Water management
  - Waste management
  - Indoor environmental quality management
  - Sustainable procurement
  - Sustainable utilities
  - Sustainable transport
  - Sustainable cleaning
  - Other
- Reporting and standards:
  - Information sharing
  - Performance rating
  - Design/development rating
  - Performance standards
  - Metering
  - Comfort
  - Other

[SE10.1 - CCE Int. Bus. Wales Convention collab. envir \(ENG\).pdf](#)

Indicate where in the evidence the relevant information can be found

This document is a sample of cooperation agreement and is still applicable to the reporting period 2018 for all assets of the entity.

Show investors

No

## SE10.2

Does the entity monitor compliance with the sustainability-specific requirements in its lease contracts?

Yes

Describe the process to monitor the compliance and the consequences in case of non-compliance (maximum 500 words)

Befimmo proposes its tenants an environmental cooperation agreement related to each lease. After visiting private spaces, the Environmental Technical Team (ETT) suggests measures to the occupants for improving environmental performance of their private installations in line with the BREEAM standards followed by Befimmo. On the basis of a detailed analysis of private consumption and internal benchmarking, the ETT also suggests measures for cutting energy consumption and waste production. It also offers support, a telemonitoring and detailed reporting of environmental data for the rented premises. The environmental cooperation agreement is routinely offered to new tenants and to all existing tenants on a gradual basis. In 2018, Befimmo offered an environmental cooperation agreement for 4 buildings and 7 major tenants. It also plans to measure the positive impact of the process by inventorying savings and improvements brought about through close cooperation with tenants. It will continue to approach a number of existing tenants with the highest private electricity consumption and offer to help them reduce it. Meanwhile it will offer its cooperation and services systematically to all new tenants.

Within the lease contracts, environmental compliance is stated through paragraphs like: "The Lessee acknowledges being aware of the fact that the exploitation of the building, including the leased premises, is subject to an environmental permit. The Lessor is responsible for the obtaining of such permit, and, if applicable, for its extension and its renewal, it being understood that it is up to the Lessee to carry out all the steps in order to obtain or renew the necessary administrative permits (except for the environmental permit) relating to his activities, his equipments/installations or to his occupation of the building, without any involvement of the Lessor or recourse against him."

Due to the importance of this compliance monitoring, Befimmo included this as a potential risk in its Annual Financial Report 2018 - Chapter Risks:

**DESCRIPTION OF RISK**

The Company runs the risk that one or more of its properties does not immediately meet all the applicable new standards and regulations.

**POTENTIAL IMPACT**

Additional investments which entail higher costs for the Company and/ or delays in ongoing projects (renovations, etc.).  
 Fall in the fair value of a building.  
 The Company is liable for civil, administrative or criminal fines.  
 Liability of the Company for non-compliance [e.g. in case of fire for failing to comply with safety standards].  
 An adverse impact on the Company's reputation, business and results.

**BEFIMMO'S POSITION**

Introduce the necessary procedures to:  
 - anticipate new standards and regulations (legislative and regulatory watch),  
 - check the compliance of buildings newly acquired (technical due diligence) and in the portfolio (product manager in charge of regulatory compliance, checks on compliance with standards and regulations, notably related to the environment),  
 - bring the building concerned immediately into compliance by adopting these new standards and regulations (project management).  
 Tenants are made aware of their obligations in this regard by a clause in the standard lease.

- No  
 Not applicable

**STAKEHOLDER ENGAGEMENT****Community****SE11.1**

Does the entity have a community engagement program in place that includes sustainability-specific issues?

- Yes

Select all topics included (multiple answers possible)

- Effective communication and process to address community concerns  
 Enhancement programs for public spaces  
 Employment creation in local communities  
 Community health and well-being  
 Research and network activities  
 Resilience, including assistance or support in case of disaster  
 Supporting charities and community groups  
 Sustainability education program  
 Other

Describe the community engagement program and the monitoring process (maximum 250 words)

Befimmo aims to ensure that every building in its portfolio is harmoniously integrated in the neighbourhood in which it is located. Sustainable integration into the city is a recent topic, so no target has yet been set. However, an indicator was calculated for the second time in 2018, "Community Engagement", published by EPRA. The objective is to measure the percentage of buildings for which measures have been taken to open up to dialogue with local communities. To calculate it, Befimmo takes account of the projects (m<sup>2</sup>) that it is supporting and setting up in the North district, and public announcements, surveys or consultations that it organises when making applications for environmental and urban planning permits. In fiscal year 2018, 27% of the consolidated portfolio was covered. The value of the indicator is notable directly related to and/or influenced by the number of permit applications that depend on ongoing and/or development projects. The teams are working to bring about this urban evolution.

- No  
 Not applicable

**SE11.2**

Does the entity monitor its impact on the community?

- Yes

Select the areas of impact that are monitored (multiple answers possible)

- Housing affordability  
 Impact on crime levels  
 Livability score  
 Local income generated  
 Local residents' well-being  
 Walkability score  
 Other

Other selected. Please describe

All projects are subject to public inquiry, announced by red panels placed in the neighbourhood. During 15 days communities have a chance to consult projects and submit

- No  
 Not applicable

## STAKEHOLDER ENGAGEMENT

## Health and Well-being

## SE12.1

Does the organization have a program in place for promoting health & well-being of employees?

Yes

The program includes (multiple answers possible):

Needs assessment

The organization monitors employee health and well-being needs through (multiple answers possible):

Employee surveys on health and well-being

Percentage of employees

Physical and/or mental health checks

Percentage of employees

Other

Other selected. Please describe

EAP Employee Assistance Programme: offers each employee personal support on a confidential basis and for free, on topics like stress issues, legal advice, sleeping

Percentage of employees

Goal setting

Action

Monitoring

[SE12.1 - eap - pulso fr - befimmo personnel.pdf](#)

Indicate where in the evidence the relevant information can be found

EAP Employee Assistance Programme: offers each employee personal support on a confidential basis and for free, on topics like stress issues, legal advice, sleeping disorder, etc. The target for this initiative is to create a better overall climate within the company in terms of health and well-being.

Show investors

[SE12.1 - Plan annuel d'action 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

This is an internal annual action plan for the employees regarding topics such as fire prevention, safety exits, first aid, etc.

As the global action plan of the company, this internal action plan for the safety and security of our employees is a list of actions and goals to achieve within the concerned year (2018). The document is only available in French. As a summary, it tackles topics like spot controls, first aid, air hygiene, well-being policy at work, accident analysis, training, etc. The month where the different actions were taken are ticked, and comprises also the person responsible for the action as well as some more information on each topic.

Show investors

[SE12.1 - Présentation Résultats Enquête 2017.pdf](#)

Indicate where in the evidence the relevant information can be found

These are the results of the internal satisfaction survey for our employees. These results show the evolution of the satisfaction within the company as from 2013 (the survey is held once every 2 years). These figures become goals and measures to be taken for Befimmo whenever the scores are dropping or insufficient.

Show investors

No

## SE12.2

Does the organization take measures to incorporate the health & well-being program for employees described in SE12.1?

Yes

Select all applicable options (multiple answers possible)

Creation of goals to address:

Action to promote health through:

Acoustic comfort

Biophilic design

Physical activity

Healthy eating

- Inclusive design
- Indoor air quality
- Lighting controls and/or daylight
- Physical and/or mental healthcare access
- Social interaction and connection
- Thermal comfort
- Water quality
- Other building design and construction strategy
- Other building operations strategy

Other selected. Please describe

- Other programmatic intervention

Other selected. Please describe

- Monitor outcomes by tracking:

- Environmental quality
- Program performance
- Population experience and opinions
- Other

Other selected. Please describe

No

### SE13.1

Does the entity have a program in place for promoting health & well-being through its real estate assets and services?

Yes

The program includes (multiple answers possible):

- Needs assessment
- Goal setting
- Action
- Monitoring

[SE13.1 Health & well-being survey Goemaere .pdf](#)

Indicate where in the evidence the relevant information can be found

All the document concern the promotion of health, well-being & services in one of Befimmo's building.

This survey is an assessment that is established to take action whenever necessary, to monitor the situation by re-doing the same survey after actions have been put into place and to set goals on more ambitious projects to improve the comfort and satisfaction of tenants.

Show investors

No

### SE13.2

Does the entity take measures to incorporate the health & well-being program through its real estate assets and services described in SE13.1?

Yes

Select all applicable options (multiple answers possible)

- Creation of goals to address:
  - Mental health and well-being
  - Physical health and well-being
  - Social health and well-being
  - Other

- Action to promote health through:

- Acoustic comfort
- Biophilic design
- Physical activity
- Healthy eating
- Inclusive design
- Indoor air quality
- Lighting controls and/or daylight

Entity Characteristics

- Physical and/or mental healthcare access
- Social interaction and connection
- Thermal comfort
- Water quality
- Other building design and construction strategy

Other selected. Please describe

Befimmo has introduced a sustainable procurement policy for the incoming flow of materials. In order to include environmental criteria consistently across all procure

- Other building operations strategy
- Other programmatic intervention

Monitor outcomes by tracking:

- Environmental quality
- Program performance
- Population experience and opinions
- Other

No

## NEW CONSTRUCTION AND MAJOR RENOVATIONS

## Sustainability Requirements

NC1

Does the entity have a sustainability strategy in place for new construction and major renovation projects?

 Yes

Elements addressed in the strategy (multiple answers possible)

- Biodiversity and habitat
- Climate/climate change adaptation
- Energy consumption/management
- Environmental attributes of building materials
- GHG emissions/management
- Green building certifications
- Building safety
- Health and well-being
- Location and transportation
- Resilience
- Supply chain
- Water consumption/management
- Waste management
- Other

The strategy is

 Publicly available

Please provide a hyperlink or a separate publicly available document

Provide hyperlink

Indicate where the relevant information can be found

[NC1 - Sheet use of resources.pdf](#)

Indicate where in the evidence the relevant information can be found

 Show investors Not publicly available

Communicate the objectives and explain how the objectives are integrated into the overall business strategy (maximum 250 words)

[2] Applicability:

- When major works are carried out, Befimmo ensures that the certificates are updated. Although theoretical, the data of the certificates are also compared with the actual specific consumption figures.
- Since 2010, its Environmental Management System has been ISO 14001 certified (recertified in 2016).
- When considering acquisition projects it also reviews and analyses energy efficiency, aspects related to soil pollution and the presence of hazardous substances, together with aspects related to mobility, such as location, accessibility, proximity to public transport, etc.
- Before, during and after construction and throughout the operational phase of its buildings, it ensures that BREEAM criteria are maintained and/or exceeded.
- Several years ago, Befimmo devised a multi-annual investment plan (averaging €2 million/year) for carrying out works to improve the energy and environmental performance of the operational buildings (excluding properties undergoing major renovation) such as the removal of oil-fired boilers, the installation of water-recovery systems, upgraded BREEAM certifications, installation of solar panels, installation of cogeneration units, replacement and/or optimisation of certain technical installations, etc.

[3] Scope of implementation: The strategy is applied to all buildings in the portfolio (including the Corporate areas).

 No



## NC2

Does the entity require sustainable site selection criteria to be considered for new construction and major renovation projects?

Yes

Select all criteria included (multiple answers possible)

- Connect to multi-modal transit networks
- Locate projects within existing developed areas
- Protect, restore, and conserve aquatic ecosystems
- Protect, restore, and conserve farmland
- Protect, restore, and conserve floodplain functions
- Protect, restore, and conserve habitats for threatened and endangered species
- Redevelop brownfield sites
- Other

The entity's sustainable site selection criteria are aligned with

- Third-party guidelines
- Third-party rating system(s)

Specify scheme(s)/sub-scheme(s)

- Other
- Not aligned

[NC2 Sustainable site selection criteria.pdf](#)

Indicate where in the evidence the relevant information can be found

Show investors

- No
- Not applicable

## NC3

Does the entity have sustainable site design/development requirements for new construction and major renovation projects?

Yes

Select all applicable options (multiple answers possible)

- Manage waste by diverting construction and demolition materials from disposal
- Manage waste by diverting reusable vegetation, rocks, and soil from disposal
- Protect air quality during construction
- Protect surface water and aquatic ecosystems by controlling and retaining construction pollutants
- Protect and restore habitat and soils disturbed during construction and/or during previous development
- Other

Other selected. Please describe

The entity's sustainable site design/development criteria are aligned with

- Third-party guidelines
- Third-party rating system(s)

Specify scheme(s)/sub-scheme(s)

- Other
- Not aligned

[NC3 Sustainable site designdevelopment requirements.pdf](#)

Indicate where in the evidence the relevant information can be found

Show investors

[gresb\\_nc3.pdf](#)

Indicate where in the evidence the relevant information can be found

Monitoring and register of the drinking water by the main contractors and subcontractors of the site.  
Reporting of the total water consumption.

- Page 9 (evidence for reuse of demolition materials): prior verification to maximise the recuperation of demolition materials and recycling of the waste materials.
- Page 9 (evidence for protection and restoring habitat and soil during construction):
  1. The contractor appoints someone responsible for biodiversity
  2. The contractor will train the staff in order to protect biodiversity
  3. The contractor ensures the follow-up
  4. The client guarantees that a new habitat with great ecological value, adapted to the local zone, is created
  5. In the presence of fauna and flora, the works are planned as to minimise the negative impact as much as possible
- Page 13 (evidence for water protection)
- Page 14 (evidence for air quality and water protection)
- Page 19 (evidence for reuse of demolition materials)
- Page 26 (evidence for protection and restoring habitat and soil during construction)

Show investors

No

## NEW CONSTRUCTION AND MAJOR RENOVATIONS

### Materials and Certifications

NC4

Does the entity require that the environmental and health attributes of building materials be considered for new construction and major renovation projects?

Yes

Select all issues addressed (multiple answers possible)

- Formal adoption of a policy on health attributes of building materials
- Formal adoption of a policy on the environmental attributes and performance of building materials
- Requirement for information (disclosure) about the environmental and/or health attributes of building materials (multiple answers possible)
- Material characteristics specification, including (multiple answers possible)
  - Preference for materials that disclose environmental impacts
  - Preference for materials that disclose potential health hazards
  - "Red list" of prohibited materials or ingredients that should not be used on the basis of their human and/or environmental impacts
  - Locally extracted or recovered materials
  - Rapidly renewable materials, low embodied carbon materials, and recycled content materials
  - Materials that can easily be recycled
  - Third-party certified wood-based materials and products
 

Types of third-party certification used:
- Low-emitting materials
- Other

[NC4 - Sheet use of resources.pdf](#)

Indicate where in the evidence the relevant information can be found

Document 2018: Pages 1 and 10-12 (supply chain).

Show investors

[NC4 - Conditions générales et critères techniques.pdf](#)

Indicate where in the evidence the relevant information can be found

This document gathers the technical terms and conditions. It provides evidence for requirements for disclosure of health and environmental attributes from suppliers, building product specifications and information about compliance procedure.

Show investors

[NC4 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Pages 56-57 of annual report: policy regarding environmental and health attributes and performance of building materials.

Show investors

- No
- Not applicable

**NC5.1**

Does the entity's new construction and major renovation portfolio include projects that are aligned with green building rating standards

- Yes

Select all applicable options (multiple answers possible)

- The entity requires projects to align with requirements of a third-party green building rating system but does not require certification
- The entity requires projects to achieve certification with a green building rating system but does not require a specific level of certification
- The entity requires projects to achieve a specific level of certification

0%, <25%

Green building rating systems (include all that apply): BREEAM International New Construction & Fit Out;

Level of certification adopted as a standard by the entity (include all applicable rating systems): Very Good (minimum!!!!)

- No
- Not applicable

NC5.2

Does the entity's new construction and major renovation portfolio include projects that obtained or are registered to obtain a green building certificate?

Yes

Specify the certification scheme(s) used and the percentage of the portfolio registered and/or certified (multiple answers possible)

**Projects registered to obtain a green building certificate at the end of reporting period**

Scheme name/sub-scheme name	Level of certification	% portfolio covered by floor area	Number of certified assets
BREEAM/Refurbishment and Fit-out	Excellent	<input type="text" value="14"/>	<input type="text" value="4"/>
BREEAM/Refurbishment and Fit-out	Good	<input type="text" value="1"/>	<input type="text" value="1"/>
BREEAM/Refurbishment and Fit-out	Very Good	<input type="text" value="8"/>	<input type="text" value="8"/>

**Projects that obtained a green building certificate or official pre-certification during the reporting period**

Scheme name/sub-scheme name	Level of certification	% portfolio covered by floor area	Number of certified assets
-----------------------------	------------------------	-----------------------------------	----------------------------

A list of provisionally validated certification schemes is provided in the Appendix of the [Reference Guide](#). If you wish to add a new scheme, please [contact GRESB](#), and you will be asked to complete the validation questions for the scheme (see [Reference Guide Appendix](#)).

No

Not applicable

## NEW CONSTRUCTION AND MAJOR RENOVATIONS

## Energy Efficiency

## NC6

Does the entity have minimum energy efficiency requirements for new construction and major renovation projects?

Yes

Requirements for planning and design include (multiple answers possible)

- Integrative design process
- To exceed relevant energy codes or standards
- Other

Common energy efficiency measures include (multiple answers possible)

- Air conditioning
- Commissioning
- Energy modeling
- Lighting
- Occupant controls
- Space heating
- Ventilation
- Water heating
- Other

Operational energy efficiency monitoring (multiple answers possible)

- Energy use analytics
- Post-construction energy monitoring for on  
Average years
- Sub-meter
- Other

No

## NC7.1

Does the entity incorporate on-site renewable energy in the design of new construction and major renovation projects?

Yes

Projects designed to generate on-site renewable energy (multiple answers possible)

- Biofuels
- Geothermal  
Percentage of all projects
- Hydro
- Solar/photovoltaic  
Percentage of all projects
- Wind
- Other

Average design target for the fraction of total energy demand met with on-site renewable energy

No

Not applicable

## NC7.2

Are the entity's new construction and major renovation projects designed to meet net-zero energy codes and/or standards?

Yes

The entity's definition of "net-zero energy" includes:

- Net Zero Site Energy
- Net Zero Source Energy
- Net Zero Energy Costs

- Net Zero Energy Emissions
- Other

The entity uses net-zero energy code/standard:

- National/local green building council standard, specify
- National/local government standard, specify

The transcript and application of European directives on energy performance in Belgium is relatively complicated because of the existence of three distinct regions (Brusse

- International standard, specify
- Other

Percentage of projects covered

No

## NEW CONSTRUCTION AND MAJOR RENOVATIONS

### Water Conservation and Waste Management

NC8

Does the entity promote water conservation in its new construction and major renovation projects?

Yes

The entity promotes water conservation through (multiple answers possible)

Requirements for planning and design include (multiple answers possible)

- Development and implementation of a commissioning plan
- Integrative design for water conservation
- Requirements for indoor water efficiency
- Requirements for outdoor water efficiency
- Requirements for process water efficiency
- Requirements for water supply
- Other

[NC8 - GRESB water.pdf](#)

Indicate where in the evidence the relevant information can be found

Please refer to cover page.

Pages 1: General technical conditions including requirements for reducing and / or minimizing water consumption - Evidence for re-use of stormwater and greywater for non-potable applications

Pages 5: QUATUOR BUILDING – Breeam Pre-Assessment Overview with specific credits for effective water management measures - Evidence for commissioning of water systems, fixtures, leak detection systems, water efficiency monitoring

Page 6: Extract from the intern telemonitoring system and projection of consumption

Show investors

Common water efficiency measures include (multiple answers possible)

- Commissioning of water systems
- Drip/smart irrigation
- Drought tolerant/low-water landscaping
- High-efficiency/dry fixtures
- Leak detection system
- Occupant sensors
- On-site wastewater treatment
- Re-use of stormwater and greywater for non-potable applications
- Other

Operational water efficiency monitoring (multiple answers possible)

Post-construction water monitoring for on

Average years

- Sub-meter
- Water use analytics
- Other

No

Not applicable

## NC9

Does the entity promote efficient on-site solid waste management during the construction phase of its new construction and major renovation projects?

Yes

The entity promotes efficient solid waste management through (multiple answers possible)

- Management and construction practices (multiple answers possible)
- Construction waste signage
  - Education of employees/contractors on waste management
  - Incentives for contractors for recovering, reusing and recycling building materials
  - Targets for waste stream recovery, reuse and recycling
  - Waste management plans
  - Waste separation facilities
  - Other
- On-site waste monitoring (multiple answers possible)
- Hazardous waste monitoring
  - Non-hazardous waste monitoring
  - Other

[NC9 - Sheet use of resources.pdf](#)

Indicate where in the evidence the relevant information can be found

Document of 2018: Refer to pages 13-16.

Show investors

[NC9 - Gestion de chantier.pdf](#)

Indicate where in the evidence the relevant information can be found

Document containing evidence for education of employees/contractors on waste management  
The pages referring to this evidence are: 33,34,35,36,37,38.

All information regarding education on waste management is framed in red on these pages. This document is only available in French.

The document contains information on:

- Respect of regulations on waste management
- Good practices
- Waste management

And how employees should act with waste.

Show investors

[NC9 - Education subcontractors building sites.jpg](#)

Indicate where in the evidence the relevant information can be found

Evidence for education of contractors. This is an image of a renovation site started in 2018 (Ikaros Business Park 1-3-5-7) which indicates all kinds of security measures as well as measures regarding waste management.  
The environmental measures are framed in red, the waste management measures in green.

Show investors

[NC9 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Refer to pages 61-63.

Show investors

[NC9 - BREEAM Quatuor.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for construction waste signage and incentives for contractors for recovering, reusing and recycling building materials. This evidence is framed in green in the attachment. The document is mainly established in French. Hereby an overview of the relevant pages:

- Pages 8 and 9 : Objectives are established for hazardous and non-hazardous waste on sites. Procedures are put into place to reduce the quantity of waste (hazardous and non-hazardous) and the objectives are regularly checked. There is a prior verification to maximise the recuperation of demolition materials and recycling of the waste materials.

- Page 19: construction waste management.

Show investors

No

## NEW CONSTRUCTION AND MAJOR RENOVATIONS

## Supply Chain

NC10.1

Does the entity have ESG requirements in place for its contractors?

 Yes

Select all topics included (multiple answers possible)

- Business ethics
- Community engagement
- Environmental process standards
- Environmental product standards
- Fundamental human rights
- Human health-based product standards
- On-site occupational safety
- ESG-specific requirements for sub-contractors
- Other

Percentage of projects covered [NC10.1 - Sheet use of resources.pdf](#)

Indicate where in the evidence the relevant information can be found

Document of 2018: Pages 1 and 10-12 (supply chain).

 Show investors[NC10.1 - Annual Financial Report 2018.pdf](#)

Indicate where in the evidence the relevant information can be found

Annual Financial Report 2018:

Pages 56-57: policy regarding environmental and health attributes and performance of building materials.

Page 27, 112-113: evidence on community engagement.

 Show investors[NC10.1 - Responsible procurement charter.pdf](#)

Indicate where in the evidence the relevant information can be found

Evidence for business ethics and ESG requirements for sub-contractors, whole document. Befimmo is determined to further integrate the CSR approach into its supply chain, suppliers being an integral part of it. Therefore, a Sustainable Procurement Charter has been drafted and transmitted to its suppliers to clearly communicate the commitments the Company expects from them. Each supplier is invited to read and accept the charter.

Worker rights: Befimmo follows the Belgian law on this matter.

 Show investors[NC10.1 - Conditions générales et critères techniques.pdf](#)

Indicate where in the evidence the relevant information can be found

This document gathers technical terms and conditions. It is established in French. It provides evidence for all ticked topics (see comments in the pdf and below, English summary):

- Pages 1-3: Evidence for Environmental process and product standards (see comments in document).

- Page 3, point 1.1: Prévoyant (Foresight) (evidence for Community Engagement)  
Address a presentation letter to all neighbourhood, organise shuttle services, etc.

- Page 4, point 1.2: Respectueux de l'environnement (Respect for the environment) (evidence for Environmental process standards)  
Written document to protect the ecological biotope, protection of fauna and flora, use local dealers and materials, etc.

- Page 5, point 1.4: De bon voisinage (Good-neighbourly relations) (evidence for Community Engagement)  
Noise and light management, give information to the neighbours about the project, distribute feedback forms to the neighbours, etc.

- Page 5-6, point 1.6: Sur (Safe) (evidence for on-site occupational safety)  
Signage, pedestrian crossing, evacuating procedure, procedure to report incidents, etc.

- Page 6, point 1.7: Responsable (Responsible) (evidence for on-site occupational safety and Community engagement)  
Indicate important phone numbers and emergency contacts, provide rescue equipment, etc.

- Page 6, point 2: Impacts du chantier de construction (Impact of the building site) (evidence for Environmental process standards)

- Page 7, point 4: Gestion des déchets sur le chantier de construction (Waste management on the building site) (evidence for Environmental process standards)

- Page 8, point 5: Recyclage des agrégats (Aggregate recycling) (evidence for Environmental process standards).



Show investors

 No

### NC10.2

Does the organization monitor its contractors' compliance with its ESG-specific requirements in place for this entity?

 Yes

Select all applicable options (multiple answers possible)

 Contractors provide update reports on environmental and social aspects during construction

 External audits by third party

Percentage of projects audited during the reporting period

Name of the organization

ABV Environnement

Bopro

Deplasse & Associés

Environ

 Internal audits

Percentage of projects audited during the reporting period

 Weekly/monthly (on-site) meetings and/or ad hoc site visits

Percentage of projects visited during the reporting period

 Other

 No

 Not applicable

### NEW CONSTRUCTION AND MAJOR RENOVATIONS

#### Health, Safety and Well-being

### NC11

Does the entity promote occupant health and well-being in its new construction and major renovation projects?

 Yes

The entity addresses health and well-being in the design of its product through (multiple answers possible)

 Requirements for planning and design, including (multiple answers possible)

 Health Impact Assessment

 Integrated planning process

 Other planning process

[NC11 - Well-being.pdf](#)

Indicate where in the evidence the relevant information can be found

Please refer to cover page.

Pages 1-4: GOEMAERE BUILDING – Example of tenants Survey to be used for all the Befimmo Portfolio. This tenant study reflects on catering, Bringme Boxes, mobility, showers and lockers.

Page 5: BEFIMMO'S helpsite and extranet for tenants health and well-being monitoring (comfort and satisfaction).

 Show investors

 Common occupant health and well-being measures, including (multiple answers possible)

 Access to spaces for active and passive recreation

 Active design features

 Commissioning

 Daylight

 Indoor air quality monitoring

 Indoor air quality source control

 Natural ventilation

- Occupant controls
- Provisions for active transport
- Other

Provisions to verify health and well-being performance include (multiple answers possible)

- Occupant education
- Post-construction health and well-being monitoring (e.g., occupant comfort and satisfaction) for on

Average years

Other

- No
- Not applicable

---

NC12.1

Does the entity promote on-site safety during the construction phase of its new construction and major renovation projects?

Yes

The entity promotes on-site safety through (multiple answers possible)

- Availability of medical personnel
- Communicating safety information
- Continuously improving safety performance
- Demonstrating safety leadership
- Entrenching safety practices
- Managing safety risks
- Personal Protective and Life Saving Equipment
- Promoting design for safety
- Training curriculum
- Other

- No
- Not applicable

## NC12.2

Does the organization monitor safety indicators at construction sites?

Yes

Select all applicable options (multiple answers possible)

Injury rate

Explain the injury rate calculation method (maximum 250 words)

We use absolute value of injury observed on construction sites and these are kept in an Excel database. No particular formula is used.

Since 2010, Befimmo hold the ISO 14001 environmental certification. Its environmental management system includes in particular the risk management and procedures allowing its employees and / or other relevant stakeholders to manage emergency situations and environmental accidents. This system and procedures are also extended to the aspects of site safety whether for properties under construction, renovation and / or exploitation. The information collected at three levels (environmental, material and human) is communicated to the management once a year latest at the time of the management review. If necessary corrective measures are immediately implemented and their effectiveness verified. Moreover, Befimmo also respects regulations related to health and safety by mandating specialized and certified coordinators for its mobile sites.

The health and safety of occupants remain a priority. Befimmo makes every effort to ensure that its buildings are healthy and perfectly safe. It constantly checks that the proper mandatory statutory controls are in place and that any observations and/or infringements arising from reports made by qualified staff in its portfolio are addressed. One property manager works part-time as risk coordinator. His responsibilities include regular monitoring of quality and risks related to the operational, technical and administrative management of the buildings and renovation and upgrade projects. In 2018, the property managers team managed 4 minor incidents involving people. There were no major incidents, penalties, fines, etc. during the fiscal year.

Fatalities

Near misses

Other metrics

No

## NEW CONSTRUCTION AND MAJOR RENOVATIONS

### Community Impact and Engagement

## NC13

Does the entity assess the potential socio-economic impact of its new construction and major renovation projects on the community as part of planning and pre-construction?

Yes

Select the areas of impact that are assessed (multiple answers possible)

Housing affordability

Impact on crime levels

Livability score

Local income generated

Local residents' well-being

Walkability score

Other

No

## NC14

Does the entity have a systematic process to monitor the impact of new construction and major renovation projects on the local community during different stages of the project?

Yes

The entity's process includes (multiple answers possible)

Analysis and interpretation of monitoring data

Development and implementation of a communication plan

Development and implementation of a community monitoring plan

Development and implementation of a risk mitigation plan

Identification of nuisance and/or disruption risks

- Identification of stakeholders and impacted groups
- Management practices to ensure accountability for performance goals and issues identified during community monitoring
- Other

Describe the monitoring process (maximum 250 words)

1. Approach: communication with the community before and during the works implementation through e-mails, displays as well as community conference organized on site.
2. Impact monitoring: Contact details of the builder contractor (phone number & email) are available for the community. A follow-up of the potential complaints is done by the contractor and the owner.
3. Actions taken when issues arise: Befimmo takes things in hand in collaboration with the contractor to resolve quickly the issue and communicate its action-plan and its follow-up with the community.
4. Measures for improvement: Preventive measures are included in the ISO 14001 continuous improvement process.

[NC14 - Quatuor full documentation.pdf](#)

Indicate where in the evidence the relevant information can be found

Example documents Befimmo creates/offers during a construction project towards community:

Evidence for all ticked topics (see cover page). The documents are established in Dutch en French:

- Contract: communication and community monitoring plan, information sessions, etc.
- Communication procedure
- Complaint sheet
- Presentation to the neighbourhood

The complaint procedure is in relation with the community monitoring plan as the complaints are saved and listed. Page 11 of this document contains the complaint flow, i.e. the way a certain complaint is analysed, monitored and handled.

Show investors

No

SUPPLEMENTS

**Leader in the Light**

Q0

Do you want to participate in Leader in the Light?

Yes

No

SUPPLEMENTS

**Resilience**

RS0

Would you like to participate in the Resilience Module?

Yes

No