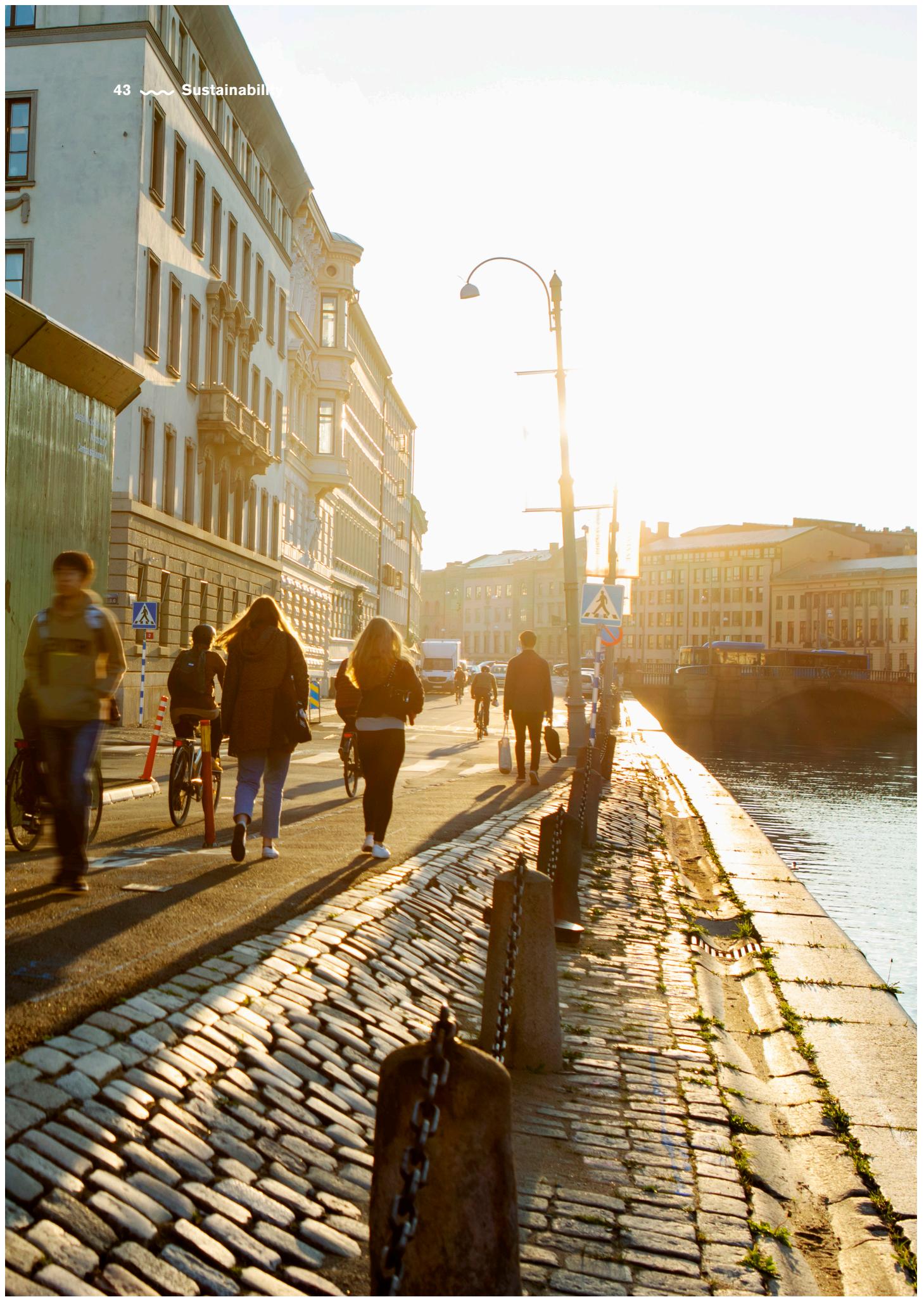


Sustainability

Early morning by the quayside and most people living in Gothenburg are on their way to work. The building visible behind the hoarding is Packhuskajen 6, which is fully let to the Swedish National Courts Administration, the Court of Appeal for Western Sweden.



Development of sustainable areas with the smallest possible carbon footprint. This is how we tend to summarise our view on sustainability. To achieve this requires healthy profits and growth and, not least, a large team of skilled colleagues.

Big impact on the city, low impact on the planet

We work with economic, environmental and social sustainability. The emphasis is on creating sustainable districts, as reflected in our vision: We aim to make Gothenburg the best city in Europe to work in. As one of the city's largest property owners, we are well positioned to influence working life in the city. Although we haven't quite achieved our goals, we can confirm that we are getting closer to our vision. In 2020, Gothenburg was ranked sixth in a survey carried out by the company Future Learn of the world's best cities for jobs. Gothenburg has also been named the world's most sustainable destination for the past four years, according to the Global Destination Sustainability Index.

We contribute to the Global Goals

To ensure our efforts are meaningful, we have chosen to model our sustainability work on the UN's Global Goals. The model is an accepted tool for companies wishing to contribute to sustainable development. This means the Global Goals provide a common language and framework, making it easier for us to compare our performance with and be inspired by other operators.

While we support all the UN Sustainability Goals, we have chosen to prioritise goals 5, 7, 8 and 11. The chosen goals represent areas that are most relevant to our business, meaning that we are in the best position to make a meaningful contribution. In some areas our perspective is global, in others more local.



Gender equality

We believe that equality between men and women is a prerequisite for being able to make the best use of skills. This is why we work with the UN's fifth goal: "Achieve gender equality and empower all women and girls".

In our organisation, everyone should be treated equally and we are working towards increasing the number of women in leadership positions. The aim is to have a men-women ratio of 40–60% at all levels of the organisation (employees, senior executives, management team, board and nomination committee). This work is in line with the UN's target "Ensure women's full participation in leadership and decision-making" (see p. 17).



Sustainable energy for all

In a sustainable society we should not use more energy and output than we need. Both for reasons of cost and for the sake of the environment.

At Platzer we want to give our tenants access to an uninterrupted supply of energy at the right price and with a low environmental impact. Our buildings are connected to the district heating network, which to a large extent is based on recovered heat. Where possible, we have also connected our buildings to the district cooling network.

We are contributing to expansion of renewable electricity production through measures such as installation of solar panels on our roofs. Where it is necessary for us to purchase electricity, we choose 100% guarantee of origin tracked wind power in order to drive a transition in the energy system. This work is in line with the target "Increase the percentage of renewable energy in the global energy mix".

In 2020, 99.9% of all our purchased energy came from renewable sources.

An area that has long been neglected in the property sector is the peak demand shortfall. In many cities the issue of peak demand has already become so critical that it may become necessary to temporarily close down parts of the electricity network. In future, more and more companies will be competing for available electricity supply. We therefore need to work together with the energy companies to ensure responsible action.



Decent work and economic growth

Because our buildings are places where people work, it is particularly important to us to ensure that our properties provide a safe and secure working environment. In accordance with the UN target "Protect labour rights and promote safe and secure working environments for all", we are constantly working to minimise occupational accidents and injuries and increase inclusion. Our construction and maintenance subcontractors must also ensure safe and secure workplaces. We therefore strive to collaborate with subcontractors on a continuous basis under framework agreements, in which we include a clause to ensure suppliers comply with working environment regulations and collective agreements within their area of activity. The framework agreements are evaluated on a continuous basis by our Head of Sustainability and Purchasing via a framework survey (see p. 47).

In order for our growth strategy to be successful, we need a strong financial position, as set out in the target "Promote economic productivity through diversification, technological innovation and upgrading". Platzer creates economic value primarily in three ways: letting and management, property, project and urban development, and property transactions. We aim for all our financing to be green in the long term. At the end of 2020, the percentage of our financing that was green was 52%. Our share was also certified as green in the financial year. The external review carried out by Cicero showed that 91% of Platzer's rental income and 98% of our investments were green.



Sustainable cities and communities

Because our vision is to make Gothenburg the best city in Europe to work in, we are naturally working on several of these targets – including climate adaptation, emissions, as well as inclusion and safe spaces – in our day-to-day activities. The target "Reduce the environmental impact of cities" shows the importance of paying attention to improving air quality and waste management.

Our ambition is to create safe, well-functioning and easily accessible districts with green spaces, services and full of life throughout the day and night. In line with the target "Inclusive and sustainable urbanisation" we make sure we include residential property in the planning of our areas and buildings. To create districts that are the forefront of development, we cooperate with other commercial and public operators in the area, including housing corporations (see pages 58–59).

Sustainability governance

Our Head of Sustainability and Purchasing, together with the management team, is in charge of governance and follow-up of the sustainability work. Our core values Freedom with responsibility, Long-term development and Openness also pervade all areas of our organisation. Among other things, this means that we believe in direct communication and in giving our staff a lot of flexibility to take decisions. In their day-to-day work and their relationships with stakeholders, our staff have access to a number of policies and other governing documents, the most significant of which are:

- Vision and core values
- Business concept and sustainability promise
- Operational goals, business plan and budget
- Board of Directors' rules of procedure and CEO instruction
- Financial policy

- Leadership policy
- Environmental policy
- Purchasing policy
- Work environment policy
- Process descriptions for our working methods

When our policies and guidelines are updated, we make sure our employees are informed through briefings and our intranet. New employees complete an induction programme that covers the items listed above (see p. 55). We also work according to a shared three-year strategic business plan, three-year property plans for all properties and long-term area plans for all areas. Generally, we are guided by the precautionary principle.

We set out clear requirements for our suppliers with regard to quality, environment and conduct. We take a systematic approach to our day-to-day environmental activities, which are an integral part of our business.

Membership and sponsorship

We are a company that is very engaged in the community and we want to be actively involved in the development of Gothenburg. For this reason we are members of organisations such as Sweden Green Building Council, the Swedish Property Federation, Almega employers' organisation for the property sector, the West Sweden Chamber of Commerce, CMB, Fabur, BID Gamlestaden, Värmemarknad Sverige and Purple Flag through Samfälligheten Lilla Bommen. We also collaborate with other property owners in Lindholmen, where we are members of a mobility group, and in Gårdå and Södra Änggården, where we are part of collaborative organisations aiming to create vibrant, accessible districts.

We are the main sponsor of the foundation Stiftelsen Berättarministeriet, which seeks to ensure children and young people feel comfortable with writing. We are also involved in the not-for-profit organisation Öppet Hus, which helps young adults, primarily with a foreign background, to enter the labour market.

Collection of information

We have collected the information for our sustainability reporting from our financial systems, environmental management systems, through our systematic working environment activities, from contractors and suppliers and from the energy monitoring system Mestro.

We use GRI Standards Core for our sustainability reporting. You can find our GRI index at www.platzer.se.



The Swedish Tax Agency moved into Gårdå Vesta in December. In which way do you notice that the building is WELL-certified?

This is a certification that is intended to promote the wellbeing of workers, and Gårdå Vesta contains several solutions that really do feel different and exciting. For example, the stairwell has been designed as an experience, with music, birdsong and modern art that is intended to encourage users to choose to take the stairs rather than the lift. The large windows ensure good lighting conditions and we also have an external area between the two towers that makes it possible to partially work outside.

Activity-based and government agency are two concepts that are not often used together. Or are they?

The fact is that within the agency more and more of our work is carried out in agile teams and as a result we are seeing a greater need to meet both digitally and in person. We therefore welcome the fact that the premises are modern and flexible.

Rickard Fredriksson is a local strategy officer at the Swedish Tax Agency

As a property company with local roots, with our own employees working in our properties and districts, we are engaged in a continuous dialogue with our stakeholders. Spontaneous meetings and conversations are complemented by structured studies and surveys, as well as internal formal discussions and analyses.

What our stakeholders say

Tenants

We meet with our tenants every day. Our commercial managers and building managers are available on site in the properties and can be reached via telephone, email, our website, social media and at Platzer's office. We conduct meetings with customers, customer surveys, dialogues in connection with refurbishment and extension projects, and have a newsletter that facilitates dialogue. Even error reports are a way for us to better understand our tenants requirements.

On the basis of the previous year's customer survey, in 2020 we focused on being more attentive and accessible and this had an impact on the outcome of the 2020 customer survey. Another example of how our dialogue with customers has helped us improve is the rapid development of green appendices to leases, which has been driven by customers.



Restaurant Hyaku at Gamlestads torg.

Employees

In addition to the daily dialogue between managers and employees, dialogue takes place primarily through our intranet, team meetings, development conversations, monthly meetings and our employee engagement survey. We are continually investing in development of both employees and managers. The ability of staff to impact the business is evident in the many improvement proposals concerning development of the business and our properties.

Our annual employee engagement survey, Great Place to Work, measures employees' view of Platzer from the perspectives of trust, pride and friendship. In 2020 we achieved a score of over 70% in every section and were therefore certified as a Great Place to Work. However, the survey also showed that we need to be more clear in our communication around goals and expectations, which we continue to work on.

Shareholders

As a listed company, our shareholders are a crucial stakeholder. It is important for us to understand what shareholders prioritise and what a good return involves. The dialogue with shareholders provides us with a good foundation for creating economically sustainable

returns that also increasingly take sustainability issues into account. Our most important communication channels are our website, financial reports, press releases, annual general meeting, board meetings and, when required, extraordinary general meetings.

In recent years we have seen increased interest in green investments. In particular, this applies to major international and institutional investors. As a result of this interest, we have elected to have our share certified as green equity.

Creditors

Development and financing of acquisitions depends on dialogue with our creditors. We strive to have diversified and flexible borrowings, comprising financing from banks, the capital market and money market. This mix enables us to spread our risk, but also requires a more extensive dialogue since it involves more stakeholders. This dialogue enables us to gain more in-depth knowledge of sustainable, long-term investments. Our most important channels of communication are personal meetings and information via our meetings.

In recent years we have noticed a markedly increased interest in green investments. This has, for example, resulted in the company issuing several green

Directly created and distributed value, SEK million

	2020	2019	2018	2017	2016
Directly created value					
Rental income	1,142	1,124	1,044	995	687
Distributed economic value					
Suppliers (property and administrative expenses excl. property tax and staff costs)	244	213	198	188	116
Employees (salaries and remuneration)	77	68	61	59	53
Board of Directors and CEO (fees and remuneration)	7	7	7	7	6
Shareholders (dividend)	240	204	180	132	96
Creditors (interest expense)	200	182	205	195	144
Society (taxes)	92	160	66	115	82



bonds via Svensk Fastighetsfinansiering AB and has enabled us to significantly increase the proportion of green loans.

Suppliers

Every year we meet with all our major suppliers, which enables us to learn about how they can contribute to and develop our joint activities in a sustainable way and what we can do better as clients. This dialogue focuses on how we can take even more environmental responsibility, improve our procedures regarding working environment and review our purchasing processes to

include clearer requirements regarding materials.

The outcome of the dialogue can also be seen in our work on certifying our properties. We are often able to draw on the lessons learned within the framework of certification in other projects. In our conversations with suppliers we also learn about technological advances and the opportunities these present, such as the possibilities offered by 3D simulation, which will result in large resource savings.

Community

In order for us to be able to make Gothenburg the best city in Europe to work in, we need to have good relationships with local politicians and public officials. They act as an extension of the city's residents and their wishes. Thanks to this dialogue, we gain an understanding of the City of Gothenburg's priorities. This enables us to participate in the collaborative process and develop along with the city. In 2020 we also actively participated in the discussion around

the EU taxonomy, the design of which puts Swedish companies at a disadvantage in relation to operators in the rest of Europe.

So far, our engagement has resulted in us increasingly being invited to participate in various local forums. For example, our CEO was one of only eight trade and industry representatives invited to a discussion arranged by the City of Gothenburg on infrastructure and accessibility.



Why did TietoEVRY choose to move to Kämpegatan?

As the largest IT company in Sweden and the Nordic region, we needed to have large premises. We were created through the merger of a number of companies, and the aim of the relocation was to bring everyone together in shared premises. When we were looking for a new "home", we had a number of criteria, including that we wanted to create an attractive workplace from an employee perspective. We wanted a central location and inspirational premises that could be accessed by public transport. Kämpegatan is modern and welcoming. The premises also support working methods specific to the business, which improves cooperation and allows for efficient use of the premises. We feel right at home, not least because we have been

able to put our own stamp on the interior design and we are proud of the office. It has really exceeded our expectations!

What do you think about the development of Gullbergsvass in the future?

Of all the areas we looked at, Gullbergsvass felt like the most fun, a little more up and coming. It is also nice to be near the water and within walking distance of the central railway station. I look forward to Gullbergsvass becoming an active part of the city with service outlets and retail. It will be a fantastic area, although there is a lot of building work going on and it is a little chaotic right now.

Eva Gunnarsson is Consultant Manager at TietoEVRY



In Gamlestadens Fabriker, entrepreneurs and creatives mingle with Gothenburg residents in search of street food. In the autumn, Rollin' Bistros opened a 500 sq. m. restaurant in the old boiler room dating from 1903.

How important is a specific sustainability issue to our stakeholders? And in which areas is Platzer able to make the biggest impact? When we need to prioritise between different sustainability issues, the materiality analysis helps us get an overview.

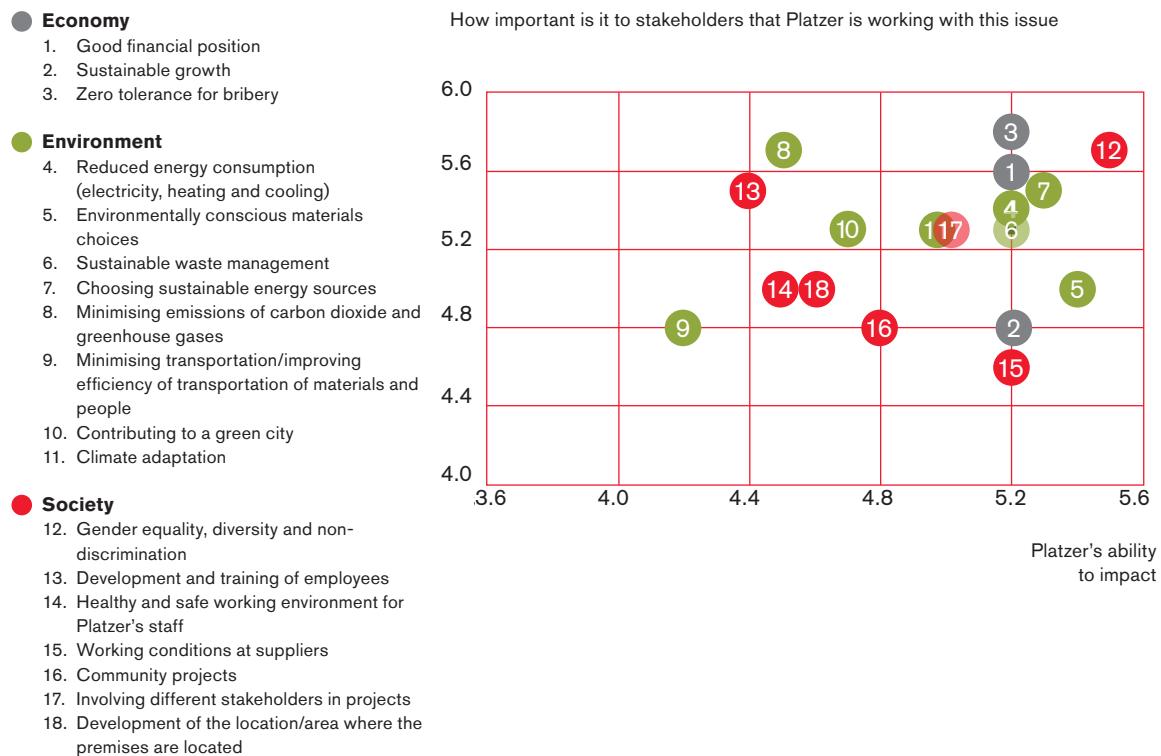
Major sustainability issues and their weighting

The materiality analysis is based on dialogue with our stakeholders. This means that the model sets out a direction for our sustainability work while at the same time ensuring that our priorities are aligned with those of our stakeholders. When we perform the analysis we take into consideration the company's economic, environmental and social impact and we also look at other property companies' sustainability work. In 2019 we conducted an in-depth stakeholder dialogue with our suppliers. Our Head of Sustainability and Purchasing also carried out continuous analysis to show management and other staff that we are moving in the right direction.

In 2020 we continuously followed developments as a result of the coronavirus pandemic. Currently, in the middle of a

pandemic, the studies carried out in Sweden show that we tend to value relationships more than before. This applies both at work and at home. At the same time, the same study shows that fundamental personal valuations remain relatively stable. It is hard to predict how the pandemic is affecting people's, and therefore stakeholders', views and values. We therefore chose not to make any substantial adjustments to our materiality analysis in the financial year.

In the figure below, each area has been given a priority ranking on a scale of one to six. The figure below shows just one section of the matrix since all issues can be found in the upper right quadrant.



Small measures make a big difference when you are one of the city's largest property owners. Through nudging and technological measures we have succeeded in reducing everything from waste amounts to energy consumption in our buildings.

Smaller carbon and ecological footprint

Local use of resources has a global impact on climate and the environment. Our properties have an adverse impact on the environment throughout their entire life cycle, partly through day-to-day property management operations and partly in connection with property and project development. Our environment work focuses on the areas where property management has the largest impact, such as energy consumption, waste management and sustainable materials choices in connection with refurbishment and new construction. We also carry out remediation works involving hazardous built-in substances and contamination of property or land.

Energy efficiency is a natural part of our operations. This not only results in lower costs for tenants but also reduces peak demand locally in Gothenburg and thus emissions globally.

We are also working on reducing our water consumption, which will also impact our indirect energy consumption. In 2020, the reduction in cold water usage was just over 10% per sq. m.

More green leases

Our tenants account for the bulk of energy consumption in our properties. As far as possible, we conclude leases that exclude heating costs, to ensure

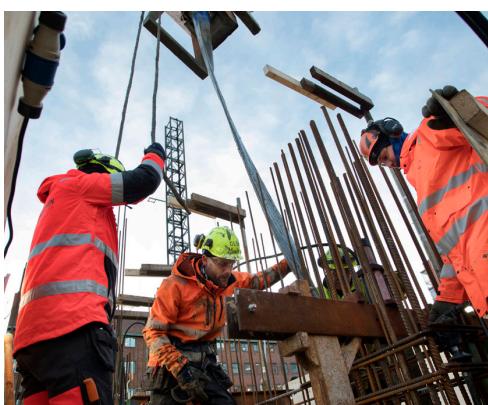
tenants only pay for the energy they actually use. We are also working on being more clear around energy use, thereby encouraging tenants to make resource-smart choices. At the same time, we are implementing technological measures to reduce power load and energy consumption. In total, we were able to reduce energy consumption in comparable properties by 6.6% (9.7) in 2020.

During the year we continued to see a lot of interest and engagement in green leases among our tenants. All new major leases that were signed included a green appendix. This means that the tenant and Platzer have agreed a shared ambition to improve environment work in the building. This could involve reducing energy consumption, improving waste management or choosing resource-saving alternatives during purchasing. At year-end 2020, the percentage of green leases was 58.3% of our rental value.

Research project into fossil-free heating

We think it is important to implement a fossil-free and resource-efficient transition of the energy system. This is the reason why we are members and co-financiers of Värmemarknad

Sverige. This cross-disciplinary research project is led by Profu (Projektnirkatad Forskning och Utveckling i Göteborg AB) and financed by backers such as the Swedish Energy Agency, SKL and several energy and property companies. Within the framework of this cooperation we created a new roadmap for fossil-free heating in 2018. Now we are continuing to participate in implementation of the plan.



Gård Vesta is environmentally certified according to BREAAM.

Increased materials recovery

The majority of waste in a building is generated by the tenants. We are therefore conducting an ongoing dialogue in order to be able to adapt the number and types of waste fractions according to tenants' needs.

In accordance with the waste hierarchy, we should in the first instance create the conditions necessary to prevent waste. The next step is to reuse waste, but since office waste to a large extent comprises consumables, we are instead striving to achieve as high a proportion of materials recovery as possible. The last step is to burn the waste to recover energy.

In recent years we have gradually improved the recovery rate and recently saw this rate rise to over 50% for the first time. More and more tenants are signing up to the Green Office concept, which means that waste is sorted and collected directly from the premises, rather than a traditional waste room. This gives each individual tenant a further incentive to work on their waste management and the overall result is that the waste sorting ratio has increased.

Thanks to the green leases we have a good platform for dialogue with tenants that allows us to collaborate on waste management.

High proportion of environmentally certified properties

Environmental certification is a form of quality assurance and guarantees that our properties achieve good environmental performance compared with other properties. Our goal is therefore to certify all properties according to one of the current environmental certification systems. 90% (92) of our investment properties were certified at year-end. This makes us one of the listed companies with the largest proportion of environmentally certified properties.

51 ~~~ Sustainability

Cold water use, total, cubic metres

	2020	2019
Cold water	248,458	279,443
Total litres per sq. m. NLA	302	340

Carbon dioxide emissions, tonnes¹⁾

	2020	2019	2018	2017	2016
Scope 1 (direct)					
Own cars as well as pool cars	11	17	47	24	23
Refrigerants	226	382	372	420	212
Total Scope 1	238	399	419	444	235
Scope 2 (indirect)					
District heating	286	316	408	362	339
District cooling	0	0	4	3	3
Building electricity use	23	80	135	144	0
Total Scope 2	309	396	547	509	342
Total Scope 1+2	546	795	966	953	577
kg per sq. m. NLA²⁾	0.7	1.0	1.1	1.0	1.2

Waste, tonnes

	2020	2019	2018	2017	2016
Energy recovery	.	570	565	611	554
Corrugated cardboard	.	138	164	183	198
Office paper	.	225	178	132	116
Other sorted paper	.	292	197	123	95
Total	.	1,226	1,104	1,049	963
kg per sq. m. NLA²⁾	.	1.49	1.35	1.30	2.01
Percentage of sorted waste, %	.	53	49	52	42

Energy consumption, Mwh

	2020	2019	2018	2017	2016 ⁴⁾	2015	2014	2013
District heating	39,850	40,777	44,894	40,439	44,729	17,993	17,301	19,262
Electricity	32,150	42,219	47,234	48,797	49,234	17,554	19,509	17,531
District cooling	2,900	3,245	3,735	2,538	3,448	2,519	3,048	2,575
Total	74,900	86,241	95,862	91,774	97,411	38,066	39,858	39,368
kWh per sq. m. Atemp³⁾	82.5	98.3	105.2	104.4	110.8	100.4	109.7	113.6

¹⁾ Our calculation is with effect from 2019 and in accordance with the GHG Protocol, which is the most commonly used international reporting standard for quantification and management of greenhouse gases. We report emissions as Scope 1 (direct) and 2 (indirect).

²⁾ NLA = Net lettable area

³⁾ Atemp = Heated area

⁴⁾ Acquisition of a large number of industrial and logistics properties.

* Data not available from supplier at the time of preparing this Annual Report.

52 ~~~ Sustainability Platzer focused on sustainability long before this became trendy. We have often introduced measures that have later become the norm. This was the case with environmental certification of properties. And it looks as if this will be the case with green leases.

Our environmental journey 2011–2020

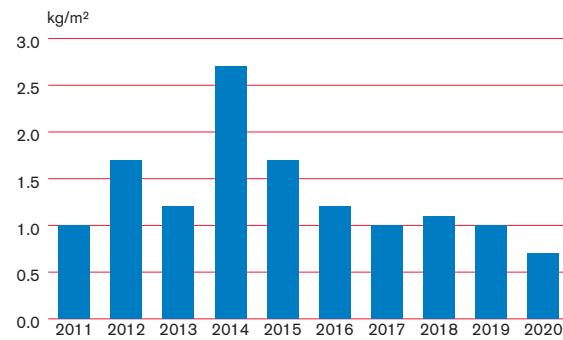
The property sector is one of the industries where the transition to sustainability has been fastest. We have progressed from focusing on technological solutions to reduce emissions and energy consumption to taking a holistic view of environmental issues. Often in collaboration with other operators.

Environmentally certified properties



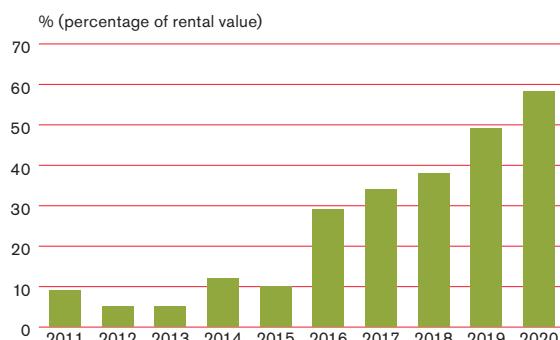
We have been working with environmental certification for more than ten years. Today, 90% of our investment properties are certified and our environmental footprint is smaller. This also makes us more attractive to investors.

Carbon dioxide emissions



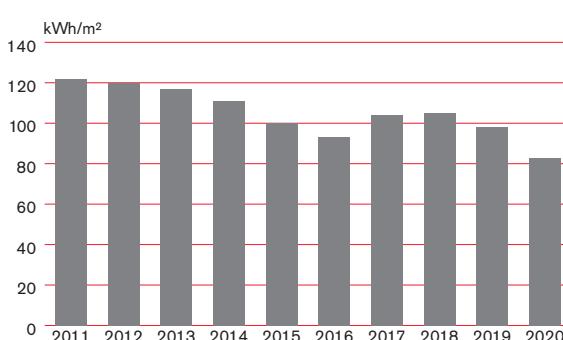
Following large investments made around 2010, in recent years we have worked methodically to further reduce our climate impact. This is long-term effort that will have lasting results.

Green leases



Demand for green leases has risen steadily in recent years. Today, green leases account for more than 58% of our rental value.

Energy consumption



When we acquired our properties in Torslanda and Arendal at the end of 2016, our average energy consumption increased. After a few years of determined efforts, consumption has dropped by more than 20%.

Our share has now been verified as a sustainable investment. In 2020, we became only the second company in the world to undergo an independent evaluation of our green equity framework by Cicero. Platzer was already ranked top among listed companies in terms of proportion of properties awarded environmental certification.

Platzer's share is green

Today the capital markets are looking for sustainable investments. To make it easier for investors and creditors to take sustainable decisions, we, with the help of Swedbank, have created a green equity framework which screens our revenue streams, investments and management system from a sustainability perspective. The transparency model will apply to both current and future impacts on the environment, climate, people and society. During the autumn the framework was evaluated by the research institute Cicero, whose second opinions are currently the industry benchmark for green certification. Compared with an ESG index, which is based on self-reporting data, Cicero's independent review therefore represents a major step towards increased transparency around our climate impact.

The methodology is based on quantitative and qualitative analysis of the business, with both revenue streams and investments classified into shades from green to brown, depending on how aligned they are with a carbon neutral future. The evaluation also includes assessment of the company's governance and strategies linked to sustainability. The result showed that 91% of Platzer's revenue streams and 98% of our investments are green.

Property is a popular green investment

As in previous year, we noticed significant interest in property among investors. This was partly due to the fact that property is generally regarded as a durable and safe investment, but also to growing interest in green bonds. Green bonds and green bank loans often involve better investment terms because, for example, it is possible to benefit from financial dis-

counts for environmentally certified property. In the property sector there are several established environmental certification systems, making it relatively easy to find green projects. This, in turn, has resulted in property currently accounting for a significant proportion of the green bond market.

Environmental certification also ensures that we as a company take responsibility for climate and the environment. Our ambition is for all our properties to be environmentally certified and all our financing to be green in the long term.

SEK 5,652 million in green financing

In 2020 we borrowed SEK 1,726 million via six green bonds issued through a green bond framework at Svensk Fastighetsfinansiering AB. The purpose of SFF is to facilitate financing for the partners in the company. For example, to finance climate-smart and ecologically sustainable properties. The company is owned in equal parts by Platzer Fastigheter Holding AB (publ) and four other listed property companies (see p. 64).

In addition to the bond market, the banks have created their own green loan frameworks, which also include special criteria for the environmental performance of the properties. Currently, our financing comprises green bank loans of SEK 3,926 million and granted, but not yet used, green construction credits of SEK 1,130 million. This means that 52% of our interest-bearing liabilities comprise green financing.

Which certifications do we work with?

We have chosen to work with four environmental certification systems and two systems focusing on social aspects.



LEED Green Building Rating System assesses a building's environmental performance based on the local environment, water use, energy use, materials and indoor climate.



Miljöbyggnad is a certification system for buildings based on Swedish regulations and Swedish construction practices. Miljöbyggnad certifies important features relating to energy, indoor environment and materials.



WELL Building is the first building standard that focuses solely on human health and wellbeing. Certification is based on the following seven areas: air, light, water, sound, nourishment, movement and wellbeing.

BREEAM®

is one of the oldest and most widespread environmental certification system in Europe. Buildings are classified according to a rating scale of five levels, where even the lowest rating means the building exceeds current statutory requirements and standards.



The purpose of GreenBuilding is to increase the efficiency of energy consumption in commercial and residential buildings. Buildings are required to reduce energy consumption by 25% compared with previous consumption, or compared with the new build requirements of Boverket's Building Regulations (BBR).



Fitwel is an international certification system that seeks to promote human wellbeing and health in buildings. The certification uses different strategies to increase social sustainability and equality, wellbeing, physical activity and safety, as well as to reduce illness and sickness absence.



Our employees take the ferry to Lilla Bommen, the port area that is being developed as Gothenburg's foremost business district.

One thing became clear in 2020: We miss the office and each other when we can't meet in person. Remote working and environmental uncertainty notwithstanding, our employees bear witness to harmony and a sense of camaraderie. It feels good to have this backing as we set our sights on becoming one of the best workplaces in the industry.

A team that sticks together

For many people, their daily work routine took centre stage in 2020. This was also the case for us. If such a thing were possible, it became even clearer that our employees are our most important asset, and that it is our employees who drive projects forward and are there for our customers.

Core values in practice

To attract, retain and develop the most skilled employees, we have defined three core values that pervade our business.

For us our core value *Freedom with responsibility* means to manage ourselves and others, to be prepared to take decisions and be involved in influencing the company's success, regardless of our role in the organisation. Employees feel that they are given a lot of flexibility and can plan their work without being micromanaged, a freedom that enables them to quickly respond to customers' needs.

We also work with the core value *Long-term development*. This means that the company and all its employees are working to develop Gothenburg today and for the future, not least in respect of long-term relationships.

For us, *Openness* is about open and direct communication, but also about being ourselves and not taking ourselves too seriously in an unpretentious environment. We look after each other and ensure that new employees quickly feel at home and part of the team. Together we make sure we celebrate everything from successful business deals to birthdays.

In 2020 we recruited 13 people (12). As at 31 December 2020 our workforce totalled 86 (79).

Inclusive recruitment

We believe in gender equality, diversity of skills and in harnessing the benefits of a diverse workplace. This is why we always try to complement our organisation with persons with varying backgrounds, qualifications and experience. In our recruitment processes we strive to have an inclusive requirements profile that focuses on required skills rather than a narrow set of qualifications. We have not made as much progress as we would have liked, and we still have a way to go before achieving diversity in all areas.

On Allbright's yellow list

Every year the Allbright Foundation carries out a review of gender equality in Swedish listed companies by studying the percentage of women on the board, on the management team and in the company in general. In 2020 Platzer was on the yellow list, which comprises listed companies that have at least one woman on the management team but which have not yet achieved gender equality. We were in 67th place (48) out of a total of 330 companies and will not be satisfied until we return to the green list, which is where we ranked as recently as 2019.

At the end of 2020 we had 86 employees (79), of which 41% (43) were women and 59% (57) men. On the Board of Directors the distribution was 43% (40) women and 57% (60) men. On the management team the distribution was 38% (40) women and 62% (60) men. Staff turnover amounted to 7% (14). The average age was 41 years (40) and the average number of full-time equivalent (FTE) employees in the year was 82 (80).

How we attract students

Contact with students is a central issue to us and allows more talents to discover us and our industry sector. In this way we hope to be able to position ourselves as an attractive employer who attracts the right skills in the future too. We also believe it is important for different operators to work together to safeguard skills supply in the property sector as a whole, and we therefore participate in organisations such as Fastighetsbranschens utbildningsråd, the property sector training council.

During the financial year we hosted two interns and four summer job workers. In addition, four students worked with us as part of their practical placement for their degree project. The number of internships and student jobs were fewer than in previous years because of the coronavirus pandemic.

We also arranged student activities in smaller groups outdoors and digitally, and presented lunchtime lectures at Chalmers University of Technology and Fastighetsakademien, the higher vocational educational institution for the property sector. We are the main sponsor of the construction industry business development and entrepreneur programme at Chalmers and every year we participate in the university's career fair VARM. Some of our employees give lectures at Fastighetsakademien and other higher vocational educational institutions.

Welcoming new employees

In order for our new employees to quickly feel at home in their role and get to know their new colleagues, we arrange joint induction days. The idea is to provide a clear and equal introduction to the company. At the end of the summer we also arranged a social activities day for all our employees in Södra Änggården, which is one of our project areas.

Skills development at all levels

We regard it as natural to encourage personal engagement and maintain the correct skills across the entire organisation. This is why we are continuously investing in skills development. In the annual individual performance appraisal meetings we break down the company's overarching goals to goals at the individual level, which are followed up over the year. In total, we invested SEK 1 million (1) in skills development in 2020.

During the year, twelve employees participated in our development programme for commercial managers, which covers everything from negotiating techniques to lettings legislation. The programme is continuing in 2021.

Clear and effective management communication is important both for morale and performance. This is why all our managers complete basic leadership training. We also have a leadership policy that serves as a common starting point for the work of all our managers. Due to the pandemic, we arranged digital management forums in order to coordinate internal and external communication and also to discuss issues such as working environment in relation to remote working.

Working environment and health

We apply an activity-based method of working, which means employees choose where and how they want to work based on what they need to achieve in their work. Our office provides an inspiring environment with a direct view of the river.

During the coronavirus pandemic we have complied with the Swedish Public Health Agency's recommendations and allowed all staff to work from home as far as possible. We also invested in making it possible to borrow hardware and ergonomic aids for homeworking. At the beginning of autumn we carried out a survey to follow up on the physical and psychosocial working environment. Many employees mentioned how important it was to have a meeting place in the organisation in the form of a welcoming office and how they were missing being able to meet in person.

Because around half of our employees experienced a negative impact on their health from working from home, we decided to introduce a cautious return to the office in the autumn. In connection with this we reviewed our hygiene procedures and all work teams were asked to complete a risk assessment in order to minimise the spread of infection. Although we subsequently returned to remote working in November, we now have a better understanding of what is required.

Despite the restrictions we found significant engagement in unity and harmony in the company. For instance, we have a health group which this year focused on digital health activities and lectures on topics such as sleep and diet. We promote exercise and a healthy lifestyle through wellness allowances for individual fitness training. All employees are also offered a health profile every other year.

Certified as a Great Place To Work

Being one of the best workplaces in the industry is the over-

all goal for our employee strategy. To follow up our progress, and as part of benchmarking against other employers, we participate in the annual employee engagement survey Great Place to Work. This is a global model that measures how our employees perceive Platzer from the perspectives of trust, pride and camaraderie. The survey was carried out in September and we achieved an average trust index score of 80% (78). In addition, 92% (82) of our employees think Platzer is a very good workplace. We attained GPTW certification because our score was higher than 70% for every aspect of the survey. Based on these results, we are continuing our work on increasing transparency around goals and development opportunities.

We work systematically on improving our working environment and comply with working environment legislation and applicable regulations. In 2020 there were 0 occupational injury reports (0).

Organisation for growth and development

Our business is organised for the purpose of driving growth within our prioritised segments (offices and industrial/logistics), finding new areas for development and making our existing areas even more attractive. The business comprises two business areas divided into segments:

- Business area Offices – will build on its current position as the market leader to continue to create profitable growth in office space.
- Business area Industrial/Logistics – its goal is to make Platzer the leading commercial property company in Gothenburg in industrial and logistics property.

Each business area has overall responsibility for the property operations within their respective business areas. This consists of managing the land, buildings and customers in the buildings, as well as renegotiation, letting and development of every property and their surrounding area. The employees within each business area are responsible for daily management, operation and maintenance, letting and project management of property-led projects and customer-specific adaptations.

Our Group management includes the managers responsible for the following functions: operations development, business development, finance/accounting, communication/marketing, business area Offices, business area Industrial/Logistics and HR. In 2020 we recruited a business area manager for industrial/logistics, a business development manager and an operations development manager. The Group management is now complete and all positions filled with permanent members of staff.

Gender distribution 2020

Number of employees	Men	Women	Total
Management	5	3	8
Employees	46	32	78
Total	51	35	86
Board of Directors	4	3	7

Key figures

	2020	2019	2018	2017	2016
Number of employees, 31 December	86	79	79	69	64
Staff turnover, %	7	14	12	12	10
Average age, years	41	40	40	39	39
Average job tenure, years	4.3	4.8	4.7	4.5	4.6
Sickness absence, %	3.7	4.0	2.3	1.4	1.4



Age distribution



Number of employees



Our employees have a look at the display sign that is due to be erected on Gårdas Vesta's facade.

What benefits the district in general also benefits us. By working together with customers, municipalities, architects and Gothenburg residents – including our competitors – we are able to create safe and pleasant urban environments that make both businesses and people happy.

Creating sustainable urban environments

Platzer often owns several properties in the same area, which allows us to take a more holistic approach and participate in driving urban development. This is a social responsibility that is inspirational rather than a burden: We do not take a leading position in selected areas in order to be the largest, but in order to create vibrant, urban environments that support our tenants and their businesses. The work on sustainable districts is being carried out in close cooperation with tenants and other actors in the area.

Physical environment impacts safety

According to the Sverigestudien 2020 survey, which maps the values of Swedish people, safety and law and order are among the most important issues in society. To improve safety, it is necessary to look at buildings and the physical environment overall, but it is also necessary to encourage the presence of people. As a property owner, we can influence people's willingness to spend time in our areas.

Measures we are taking include:

- The interior content of the buildings, for instance by designing building so that restaurants, service providers and other businesses are located at street level, creating active facades
- The layout of buildings, for example making sure there are entrances and exits to busy streets
- Management and care of buildings, including regular maintenance, cleaning, graffiti removal and replacement of broken lights
- Cooperation and coordination with others in the area, such as neighbours, collaboration partners and authorities

Our recipe for sustainable urban development

An approach that has proved effective in creating attractive areas is to collaborate with the city, residential property developers and other property owners. An example of this approach is Gårda, an area which for a long time felt unsafe and where the streets were deserted after business hours. This was something that we and five other property owners in the area wanted to change. Together with Higab, Wallenstam, Folksam, Kungsleden and Poseidon we agreed on a common vision: To create a vibrant and accessible city district. By this we mean creating a mixed use development with clear community hubs, pleasant streets and good transport and communications. Thanks to the collaborative organisation we can jointly address development of the city and push Gårda in a direction that benefits all stakeholders. Our own projects, Kineum and Gårda Vesta, will also contribute to the project with restaurants that are open in the evenings and general hustle and bustle.

A few minutes from Gårda is the city's events district, where we are engaged in the initiative Plats för Göteborg. Together with eleven property owners, developers and architects, we want to take an overarching approach to the arena issue, housing, businesses and sports and events along the

urban corridor. This initiative is still at an early stage.

We also see large potential in north Högsbo, traditionally an area for offices and small-scale industries and within cycling distance of the city centre. We therefore decided to transform this area under the name Södra Änggården and create a densified and vibrant urban environment close to both street life and nature. Platzer is responsible for overall planning and measures to be implemented include the creation of a base for services that will form the foundation for several outreach activities. We have sold the buildings rights for housing to the residential property developers Bonava, Hem från Skanska, Hökerum Bygg, Månsson Fastigheter and PEAB Bostad.

Finally, it is not possible to talk about sustainable urban development without mentioning our engagement in Gamlestaden, where Platzer is a major property owner. Thanks to the engagement of local residents, the city and property owners, the area has completed an astonishing journey from an unsafe area to a trendy district. Our project Gamlestads torg was the first really large new production in this area in recent times and we are now planning new construction projects in the historic districts Gamlestads Fabriker and Bagaregården.

Berättarministeriet's main sponsor

According to the Berättarministeriet Foundation, the coronavirus pandemic is particularly impacting schools in areas with a large proportion of lower socio-economic groups. The foundation operates educational centres in areas with high levels of unemployment and where many students lack the qualifications to access upper secondary school education, including in Gamlestaden. The purpose of the education is to get more young people interested in reclaiming the written word and the programmes are based on the national curriculum. In addition to our financial contribution, our employees are offered the opportunity to volunteer at Berättarministeriet during working hours.

First WELL Building in Gothenburg

The offices of the future need to offer a more attractive working environment than the home office. This was the brief when we decided to certify our profile project, Gårda Vesta, according to the WELL Building standard. This is an international building standard that places particular emphasis on creating buildings that take a holistic approach to components that impact health: air, water, light, comfort, nourishment, fitness and wellbeing. As an example of this approach, we asked seven artists to create an inspiring journey for both body and mind in the building's stairwells. Altogether, the stairwells feature art over a total height of 150 metres. Currently there are a few hundred WELL Building-certified buildings in the world. Gårda Vesta is the second building in Sweden to have been awarded the certification, the first being the property Eminent in Hyllie in Skåne.

A few of our collaboration projects



BID Gamlestaden

We own a large number of properties in Gamlestaden and feel a great sense of responsibility for the issue of safety in the area. We have therefore decided to participate in BID Gamlestaden, a unique collaboration project between eight municipal administrations, Gamlestaden's property owners' association and companies within the City of Gothenburg. BID stands for "business improvement districts" and is an internationally successful method aimed at promoting cooperation between local actors. Our common goal is to create a vibrant district where people feel at home, and to strengthen urban development and the local economy.

Purple Flag in Gothenburg

We participate in a pilot project for Purple Flag certification of areas of central Gothenburg. Purple Flag is a working model aimed at creating better and safer city centres, and has currently been introduced in some fifty cities around the world. The areas Lilla Bommen, Fredstan, Västra Nordstan and Nordstan were certified during the year. Measures that have been taken include improved lighting, evening events and conversion of Brunnsparken. In Lilla Bommen we have joined forces with other property owners to create a district that is also pleasant to visit in the evenings and at night. We have a working group that is working on solving social problems in the area. We also have a joint visualisation programme that is aimed at increasing flows in the long term.



Mobility group at Lindholmen

Lindholmen, which is undergoing expansion, is today an attractive address for business as well as residents. The larger the number of stakeholders competing for an area, the more important it is to collaborate on mobility. In order to contribute to a well-functioning district, we participate in a mobility group that comprises several of the property owners in Lindholmen. Together we are engaged in a dialogue around everything from how mobility is impacted by individual projects such as Karlastaden to how we can promote ferry traffic and cycling. This also enables each operator to obtain a better return on their investments. We are also a member of a property owners' network, the convener of which is Lindholmen Science Park.

Detailed development plan for Almedals Fabriker

Almedals Fabriker is a bit special. The City Planning Office has chosen Almedals Fabriker as one of five pilot projects in which developers are more involved in the process of creating a detailed development plan. This means they are testing a new method of working in which developers perform some of the planning work normally carried out by the city. The city is responsible for exercise of public authority parts of planning, such as the description of the proposed plan and a map of the area planning concerns. We are one of three developers in the area: Platzer, Wallenstam and Svenska Hus. We are working together to ensure that the development of the Almedals Fabriker area is as successful as possible for stakeholders ranging from businesses based in and around properties belonging to Svenska Hus and Platzer to residents living in housing belonging to Wallenstam. The detailed development plan has been out for consultation and the new detailed development plan is expected to be ready at the beginning of 2022.

In step with the changing times, we are striving to develop our sustainability reporting. In 2020, both our operations and dialogues focused to a large extent on the coronavirus pandemic and its impact on people and workplaces.

Supplementary sustainability information

On issues relating to environmental impact, working environment and social conditions, our sustainability reporting is quite advanced. There are well-established principles and systems in place both internally and in the industry in general for reporting of these issues. On issues relating to human rights and anti-corruption, we are carefully following the development of relevant indicators and principles. This also applies to our work involving sustainability risks.

Human rights

Our business is primarily concentrated to the Gothenburg area. Since we primarily work only with carefully selected local or national suppliers, the work involving human rights focuses on our internal operations. Our action plan on discrimination, reprisals, harassment and victimisation makes clear that the company has a policy of zero tolerance for such behaviour. Procedures for how we work with these issues in practice are included in our systematic approach to working environment, where the goal is always to prevent an error from occurring. In 2020 we had no reported cases of discrimination, harassment, reprisals and victimisation.

Anti-corruption

Platzer distances itself from all forms of corruption and works according to the UN Global Compact. Our purchasing policy, together with authorisation arrangements for project notifications, procurement and invoice processing, ensure good control, adherence to business ethics in transactions, and effectively combat corruption. In 2019 we conducted an in-depth stakeholder dialogue with our suppliers. In 2020 we began work on further developing our principles for follow-up of issues related to anti-corruption.

Employees witnessing corruption or other improprieties shall notify the Head of Sustainability and Purchasing. The goal is always to prevent mistakes from being made. In 2020, there were no reported cases of suspected corruption or other improprieties.

Sustainability risks

The table below shows our main sustainability risks. Sustainability risks refer to risks where our business could adversely impact people, the surrounding community or the environment. In the section on risk on pages 78–82 we report on a number of factors that risk impacting us and our business.

Sustainability risks

Risk area	Description	Potential impact	Risk management
Environment	Emissions of carbon dioxide resulting from use of district heating, electricity, cooling, refrigerants and carriage of passengers.	Contributes to global warming.	In the last ten years we have made a determined effort to reduce our emissions by 90% (see pages 50–53).
Employees and social conditions	Poor physical and psychosocial working environment.	Employees' health is adversely affected and number of staff reporting sick increases.	Long-term efforts to promote employee health and wellbeing (see pages 55–57).
Human rights	Victimisation and discrimination of employees.	Employees are treated unfairly, feel unwell and are off sick from work.	Our discrimination and gender equality policy clearly sets out our high ambitions concerning equal treatment and zero tolerance of victimisation and discrimination (see pages 55–57, 60).
Anti-corruption	Bribery and corruption in connection with, inter alia, procurement.	Some actors are unfairly given favourable treatment at the expense of others, people are subjected to undue influence and society is adversely impacted.	We work in accordance with the UN Global Compact. Our purchasing policy, together with authorisation arrangements and invoice processing, ensure good control, adherence to business ethics in transactions, and effectively combat corruption (see pages 55–57, 60).

Statutory sustainability report

Area	Reference	Page
Overarching	Business model	14–15
Environment	Policy and identified issues	44–45, 49, 50–53
	Risks and risk management	60, 81
	Goals, indicators and results	16–18
Employees	Policy and identified issues	44–45, 49, 55–57
	Risks and risk management	60
	Goals, indicators and results	16–18
Social aspects	Policy and identified issues	44–45, 49, 58–59
	Risks and risk management	60, 81
	Goals, indicators and results	16–18
Human rights	Policy and identified issues	44–45, 60
	Risks and risk management	60
	Goals, indicators and results	16–18
Anti-corruption	Policy and identified issues	44–45, 60
	Risks and risk management	60
	Goals, indicators and results	16–18

**Auditor's report on the statutory sustainability report
To the general meeting of the shareholders in Platzer Fastigheter Holding AB (publ), corporate identity number 556746-6437.**

Engagement and responsibility

It is the board of directors who is responsible for the statutory sustainability report for the year 2020 on pages 42–61 and that it has been prepared in accordance with the Annual Accounts Act.

The scope of the audit

Our examination has been conducted in accordance with FAR's auditing standard RevR 12. The auditor's opinion regarding the

statutory sustainability report. This means that our examination of the statutory sustainability report is substantially different and less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

Opinion

A statutory sustainability report has been prepared.

Gothenburg, 24 February 2021
Öhrlings PricewaterhouseCoopers AB

Johan Rippe
Authorised Public Accountant
Partner in charge

Ulrika Ramsvik
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