

03	2020 - WHAT'S NEW? Our Response to COVID-19: Update	34	Electric Vehicles Charging Stations Waste Management
07	Environment: Highlights	37	Environmental Compliance
09	Social: Highlights Corporate Governance: Highlights	38	Social Employees
12	ABOUT THE COMPANY Our Assets	48	Society and Customers
18	Sustainability Policy	52	Corporate Governance Ethics and Compliance
22	Our Key Stakeholders	57	Risk Management
2/	FOCUS ON SUSTAINABILITY Environment	58	SUSTAINABILITY PERFORMANCE HIGHLIGHTS
<b>24</b>	BREEAM Promoting Environmental Awareness	62	ABOUT THE REPORT
29	Resource Consumption	65	CONTACTS



## 2020 — What's new?

The coronavirus pandemic had a profound impact on public health, the economy, business and many other aspects of life. Most importantly, it highlighted the relevance of corporate sustainability and social responsibility. In light of this, at O1 Properties Limited (hereinafter – "the Company", "O1 Properties"), we decided to revise our brand strategy, shifting towards a more people-centric approach and reshaping our mission to focus on the value we create for our stakeholders.

#### We see our mission as:

- Improving our customers' day-to-day business by providing them with an outstanding office experience.
- Creating comfortable, eco-friendly office spaces that meet international environmental standards.
- Improving the urban environment by creating sustainable public spaces and contributing to local communities by offering diversified infrastructure that is open to the public.

## Market Trends

The Moscow office market experienced a downturn in 2020, driven by the global crisis caused by the COVID-19 pandemic. Total office take-up hit its lowest point in the last four years. According to data provided by Colliers International, companies are reducing and optimizing the space they occupy, as evidenced by the 3.9 percentage point increase in the overall vacancy rate for class A offices over the past year (from 8.7% to 12.6%). Total demand was 1,016,000 m2 in 2020, which is 37% lower compared with 2019.

# Key figures for the Moscow office market in 2020

18.95 mln m<sup>2</sup>

Total office stock (including classes A and B)

224.4 thshd m<sup>2</sup>

New construction

12.6%
Vacancy rate for class A offices

4.52 mln m<sup>2</sup>

Total class A office stock

1.016 mln m<sup>2</sup>

Take-up

The ongoing health crisis and increasing climate risks are transforming many industries: commercial real estate is no exception. Demand for more sustainable office spaces that are environmentally-friendly and energy-efficient continues to rise at pace. On top of that, health and safety concerns took on a vital significance in the property management sector as people started returning to the office post-lockdown.

#### Sustainability in commercial real estate

40%

of commercial property professionals globally believe that occupier demand for buildings with Green Building Certifications has risen in the past year. 47%

of commercial property professionals globally see that investor demand for green buildings has increased over the past twelve months.

For more information on the Company's operating environment, please refer to the 2020 Financial Report

# Our Response to COVID-19: Update

The safety and well-being of our employees, tenants and contractors has always been, and remains, our top priority. We maintained the safety measures that we introduced at the beginning of pandemic throughout 2020<sup>3</sup>, and allocated RUB 8 mln to implement additional measures.

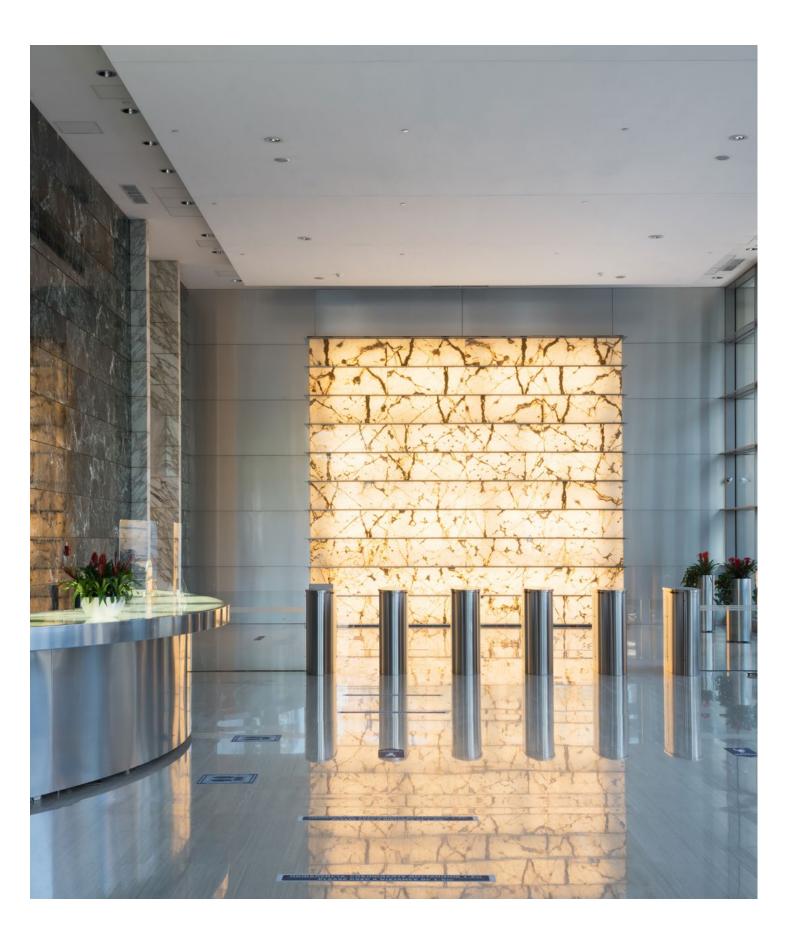
At the beginning of March, we adopted COVID-19 response measures and transferred our employees to remote working in advance of official government guidelines. Despite our transition to remote work, we continued to meet our social obligations: not a single employee was dismissed, sent on unpaid leave or asked to work shorter hours with a decrease in pay.

All the above measures were reinforced following the introduction of lockdown

restrictions. We did not close any of our buildings, even when people began working from home, as our tenants' staff still needed access to their offices. This is why we adopted new polices to ensure the continued safe operation of our buildings. We developed new protocols to help people move around our buildings safely, carried out spot-checks to confirm compliance with preventive measures and regularly replaced ventilation system filters. We vigorously enforced the wearing of face masks in our buildings.

We expanded our voluntary health insurance program and provided our employees with free COVID-19 and antibody tests. Employees could also count on us for medical assistance if they or their family members tested positive for coro-

We enacted the following measures at all our business centers during the first wave of the pandemic: · Distribution of medical-grade face masks and gloves to all visitors, management and reception staff. Regular temperature checks of all visitors to our business · Rigorous disinfection of all surfaces that may harbor the virus (door handles, elevator buttons, turnstiles) every 30 minutes. · Installation of hand sanitizers at all entrances to business centers. · Regular disinfection of utilities systems (especially air ventilation systems). · Placement of support services on standby while continuing to provide all building management services.



navirus. We arranged free medical checkups and voluntary COVID-19 vaccination for our employees at our office.

Shortly before lockdown regulations were lifted, we drew up a comprehensive **strategy for the safe return of tenants to the office**. We produced a <u>video clip</u> demonstrating all the safety measures implemented at our business centers to reassure our tenants that their return to offices would be safe and well organized. Tenants could also use the video for internal communications with their teams. Overall, we used a variety of communication channels to remain in close contact with our tenants and keep them well informed about the operation of our buildings:

- newsletters explaining the key measures introduced at business centers;
- direct communication with representatives of tenants and discussion of the measures introduced;

- information campaigns on O1 Properties' social media accounts;
- special sections on our websites explaining how to access the buildings and the preventive measures in place;
- a video clip about what we are doing to ensure the safe return of tenants to our offices; and
- two video clips providing online virtual tours of our buildings for potential tenants.

2020 showed that, even in challenging and difficult times, we are able maintain our services at the same high level our tenants have come to expect from us and support our employees in every way possible. We are confident that the experience we have gained since the start of the pandemic has made our business even more resilient and adaptable to the changing environment.



10

**BREEAM** certified assets

certifications were renewed in 2020, all properties reconfirmed their BREEAM scores



stations at iCUBE

8 mln

RUB 8 mln allocated to improve the environmental performance of buildings

Launched a special website dedicated to our environmental program, which had

unique visitors and

page views at year-end

Introduced public EV charging





Switched to electronic document management with about

80% of contractors

Collected

of recyclable materials

Collected

4,872

kg of used clothes for the Vtoroe Dyhanie Foundation

Collected over

43,000 disposable face masks and over

16,000

pairs of gloves at business centers

Won the Most Environmentally-Transparent Company award at the GREEN & HEALTHY OFFICE 2020 awards



## Employees

220

employees

50%

of whom are women

68%

of employees took part in the inaugural employee engagement survey

- Developed a talent pool system and a tailor-made leadership development program for high-performing managers.
- Organized Knowledge Days, a series of educational lectures and workshops for employees.
- Upgraded the voluntary health insurance program.
- Launched a Chief Executive Officer's blog to keep employees well-informed about the latest updates within the Company.
- Supported the O1 Properties Yachting Team.
- Launched Zumba and yoga classes in the office

## Tenants

Started a tenant newsletter

50%

of newsletters were devoted to environmental matters

Produced a <u>video clip</u> about the COVID-19 prevention measures implemented at business centers, which was viewed 821 times

## Social Initiatives

22 mln RUB

allocated for social investments

8.53 out of 10

Average employee satisfaction score

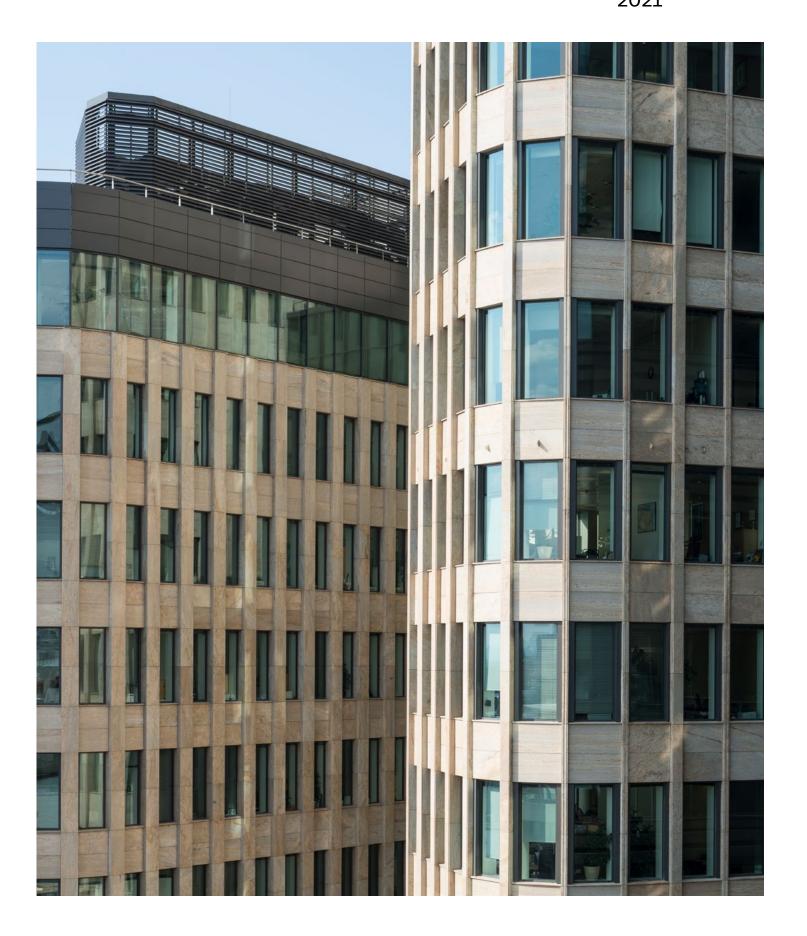
O1 Properties became the office partner of the Russian National Network of the UN Global Compact



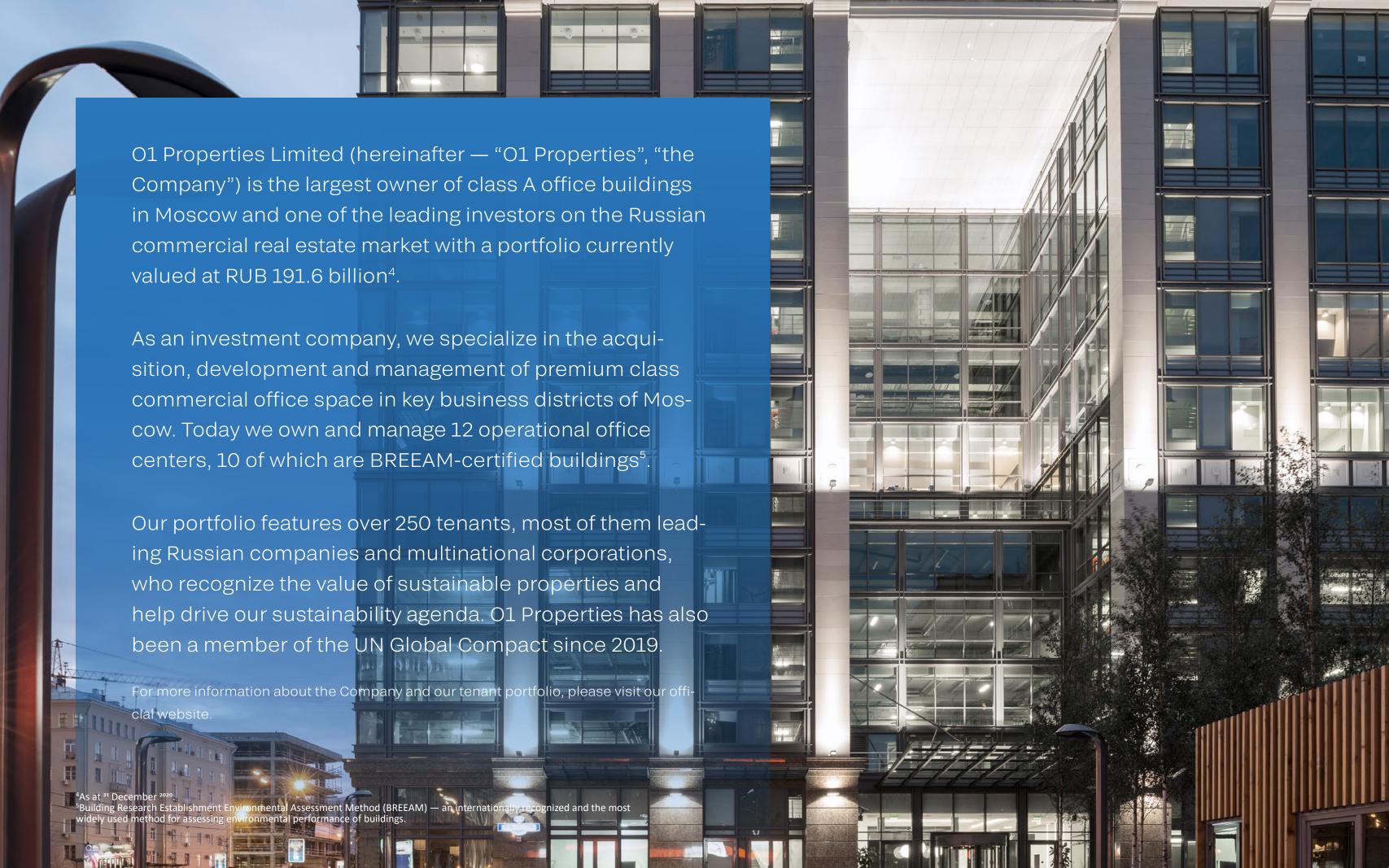
# Corporate Governance: Highlights

- · Updated the Code of Ethics.
- · Organized Knowledge Days dedicated to ethics and compliance matters.
- · Set up an anonymous whistleblower hotline.
- Held the first strategy session to determine the short- and mid-term project goals and KPIs for business units.

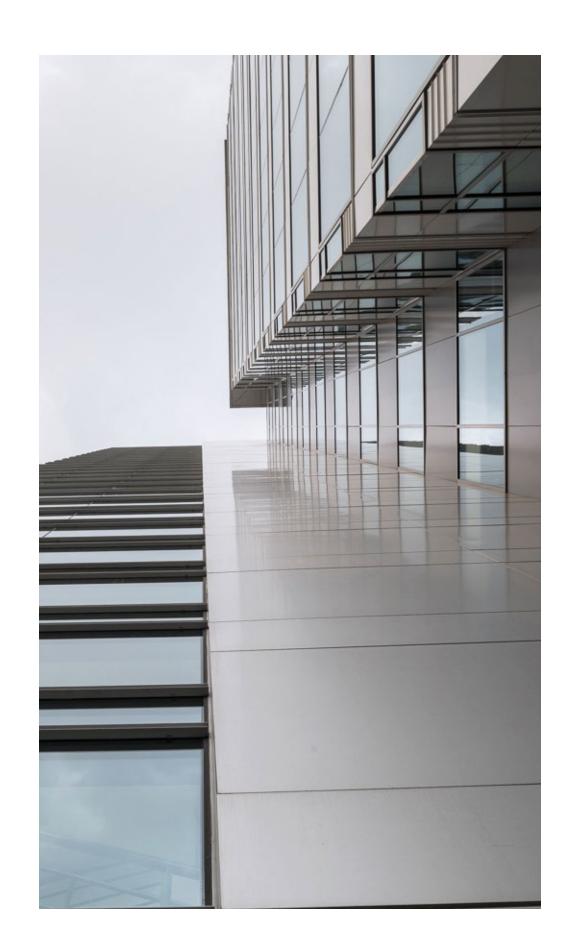
of new and current employees were made aware of the new Code







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## Key Statistics in 2020



528,000 m<sup>2</sup>

TOTAL

NRA

YIELDING

478,000 m<sup>2</sup>

DEVELOPMENT 50,000 m<sup>2</sup>

Market value

**TOTAL YIELDING DEVELOPMENT** ₽ 191,620.5 mln ₽ 190,035.1 mln ₽ 1,585.4 mln



90%

Occupancy Rate<sup>2</sup>



Average Net Rental Rate

Vault to expiry

\$421 m<sup>2</sup> / year

3.0 years



Moody's Caa3



Tenant Portfolio

Market Share

250 — leading Russian and international corporations with exceptionally low credit risks

9%



Net Rental

Revenue

Income

₽ 17,843 mln ₽ 14,333 mln



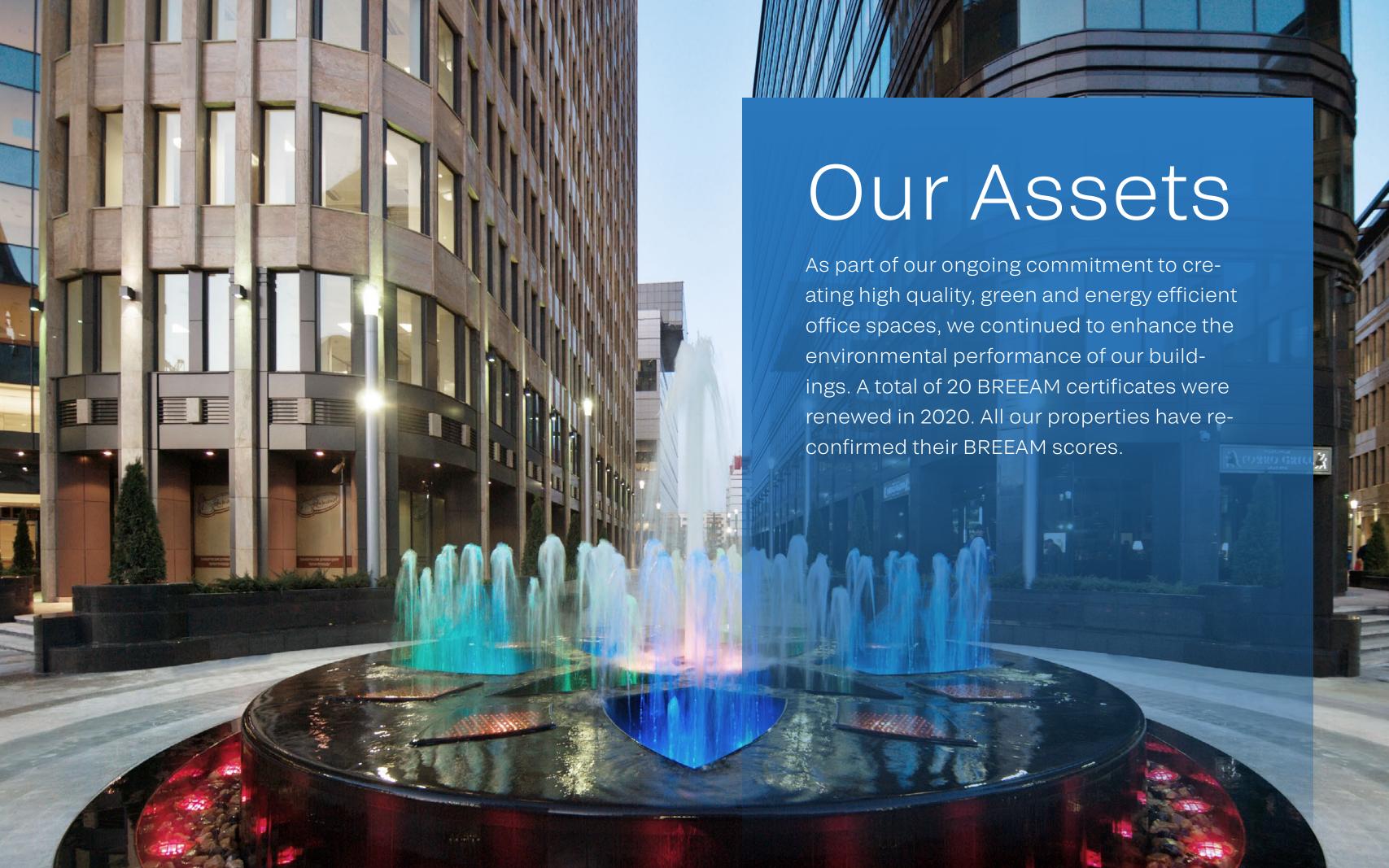
Ratings and Awards 2019

Forbes: No. 5 largest commercial real estate owner<sup>6</sup> GREEN & HEALTHY OFFICE 2020: the Most Environmentally-Transparent Company<sup>7</sup>

For key statistics from previous reporting periods, please refer to pages 16 and 10 of the 2019 and 2018 Sustainability Reports respectively. More detailed information on the Company's financial and operational results can be found in the 2020 Financial Report.

<sup>601</sup> Properties is the only company in the top 10 with a 100% focus on office real estate.

GREEN & HEALTHY OFFICE is an environmental initiative led by MB Solutions in partnership with PwC and the Moscow City Government Department for Renovation.



#### White Square: BREEAM certified



Building	BREEAM Part 1	BREEAM Part 2
Α	<b>58.3%</b> Very Good	<b>55.6%</b> Very Good
В	<b>56.1%</b> Very Good	<b>54.5%</b> Very Good
С	<b>60.3%</b> Very Good	<b>56.1%</b> Very Good

#### Stanislavsky Factory: BREEAM certified



Building	BREEAM Part 1	BREEAM Part 2
1	<b>48.7%</b> Good	<b>61.9%</b> Very Good
2	<b>52.8%</b> Good	<b>61.9%</b> Very Good
3	<b>52.8%</b> Good	<b>62.4%</b> Very Good

#### **Ducat Place III:** BREEAM certified



BREEAM Overall Score		
56.48%	Very Good	

#### Lighthouse: BREEAM certified



BREEAM Part 1	BREEAM Part 2 <sup>8</sup>
<b>56.4%</b> Very Good	<b>45.5%</b> Good
<sup>8</sup> Part 2 score was received in January, 2021.	

#### Vivaldi Plaza: BREEAM certified



Building	BREEAM Part 1	BREEAM Part 2
В	<b>59.3%</b> Very Good	<b>65.6%</b> Very Good
С	<b>55.6%</b> Very Good	<b>63.9%</b> Very Good

## Silver City: BREEAM certified



BREEAM Part 1	BREEAM Part 2
<b>57%</b> Very Good	<b>62.4%</b> Very Good

#### White Stone: BREEAM certified



BREEAM Part 1	BREEAM Part 2
<b>48.8%</b> Good	<b>67.2%</b> Very Good

#### Krugozor: BREEAM certified



Building	BREEAM Part 1	BREEAM Part 2
1	<b>50.7%</b> Good	<b>71.6%</b> Excellent
2	<b>51.5%</b> Good	<b>71.6%</b> Excellent

#### iCUBE: BREEAM certified



BREEAM Part 1	BREEAM Part 2
<b>58.4%</b> Very Good	<b>70.9%</b> Excellent

#### **Greendale:** BREEAM certified



BREEAM Overall Score
88.5% Outstanding

#### LeFORT: BREEAM certified



BREEAM	Part 1	BREEAM Part 2
56.8%	Very Good	<b>69.1%</b> Very Good

#### Legend



Plan for certification

## Sustainability Policy

Our sustainability agenda encompasses three main areas — environmental responsibility, where we strive to reduce the environmental impact of our buildings, social responsibility to employees, tenants, partners and local communities, and corporate governance, where we seek to maintain strong governance mechanisms and uphold open and transparent business practices.

Our commitment to sustainable development is reflected in O1 Properties' Sustainability Policy and complemented by a range of other policies, which together provide the foundation for our sustainability agenda (namely, our Environmental, Human Rights, Occupational Health and Safety and Anti-Corruption and Bribery policies).

## Our sustainability agenda is guided by the following principles:

- Transparency together with the application of best corporate management practices and international accounting standards.
- · Treating employees as partners, supporting their professional development and career growth.
- Caring for and reducing adverse environmental impacts by implementing green standards throughout the design, construction and management of office buildings.
- Promoting healthy lifestyles and team spirit by organizing sports competitions for O1 Properties staff and tenants.
- Helping NGOs, charities and public institutions in their work with disadvantaged social groups, improving the quality of life of those most in need.
- · Preservation of historical heritage, patronage of culture and the arts.

#### Sustainability Governance System

Responsible Function	Role
Strategy and Development Committee	Sustainability-related matters, ESG risks management and realization of the sustainability strategy
Chief Financial Officer	Implementation of the Sustainability Policy and integration of sustainability aspects into investment and financial decision-making processes
Marketing and Communications Director	Corporate social responsibility matters
Head of Asset Management	Management of environmental initiatives
Tender Committee	Compliance matters
Chief Human Resources Officer	HR matters
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As a signatory of the UN Global Compact (UNGC), we are committed to its ten principles of responsible and sustainable business in human rights, labor, non-discrimination, environmental responsibility and combatting corruption. In 2020, we became the UNGC's office partner in Russia: the headquarters of the Russian National Network of the UNGC is now located in the Silver City business center. Providing the best-possible office rental for the UNGC was a crucial step towards expanding our cooperation. We are pleased to be able to contribute to the development of the UNGC National Network and highly appreciate the work it does to promote sustainable business principles.

Throughout the year, we maintained our focus on making a positive contribution to the United Nations Sustainable Development Goals (SDGs) despite the challenges posed by the pandemic. The primary SDGs for our Company are Goal 11 'Sustainable Cities and Communities' and Goal 12 'Responsible Consumption and Production'.





#### **Target**

#### **Our Contribution in 2020**

- **11.4** Strengthen efforts to protect and safeguard the world's cultural and natural heritage
- · Allocating RUB 22 mln for social investments.
- Supporting the Bolshoi Theatre to nurture Russia's cultural heritage and promote Russian performing arts on the world stage.
- **11.6** By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management
- Investing in environmentally-friendly technologies to reduce consumption of natural resources and emissions, implementing sustainable building management practices as part of the BREEAM certification process. We allocated RUB 8 mln to improve the environmental performance of our properties in 2020.
- Developing electric vehicle charging infrastructure at iCUBE business center.
   Launching a website about our sustainability initiatives with a focus on the green buildings program.
- Promoting the principles of environmental responsibility among our tenants, starting a newsletter for tenants with information about our environmental projects, promoting environmental awareness in the media and on social networks.
- Providing bike racks at all our business centers to encourage tenants and visitors to use sustainable transport options.
- · Maintaining separate waste collection practices at all our business centers and the Company's office. We collected 72 tonnes of recyclable materials at O1 Properties buildings in 2020.
- **11.7** By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities
- · Supporting green recreation areas to increase the biodiversity of public spaces around our buildings.
- · Supporting infrastructure facilities at our business centers, all of which are open to the public.
- Implementing a comprehensive set of measures aimed at stopping the spread of COVID-19 to protect tenants, employees and visitors.
- · Allocating RUB 8 mln for COVID-19 prevention measures.





#### **Target**

#### **Our Contribution in 2020**

**12.2** By 2030, achieve the sustainable management and efficient use of natural resources

• Developing and implementing property-specific environmental policies and procedures. Deploying resource-saving technologies as part of the BREEAM certification process.

**12.5** By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

- · Maintaining separate waste collection at our office and at all our properties.
- · Cooperating with the Vtoroe Dyhanie Foundation and installing containers for used clothing to be recycled or donated to charity at our business centers. We collected 4,872 kg of clothing in 2020.
- Installing containers for the disposal of face masks and gloves at all our business centers; collecting over 43,000 masks and over 16,000 pairs of gloves.





## Stakeholder Map

## **Corporate governance, ethics and integrity**

## Tenants, Employees, Investors and Partners, Lenders and Local Communities

Complying with the UNGC's principles, the Code of Ethics and the Anti-Corruption and Bribery Policy, maintaining a whistleblower hotline, conducting employee trainings on business ethics, enhancing the efficiency and transparency of the corporate governance system.

## Sustainable building management practices

## Tenants, Employees, Investors and Partners, Lenders

Implementing best practices in property management, including green office practices, collecting and analyzing feedback from tenants, engaging with tenants on green offices projects.

#### **Local Communities**

Maintaining green recreation areas around our buildings, developing public infrastructure facilities at our business centers.

#### **Health and wellbeing**

## Tenants, Employees, Investors and Partners, Lenders

Supporting the O1 Properties Football League.

#### **Tenants**

Providing a high quality, safe and comfortable working environment at all our offices.

Implementing COVID-19 response measures at our buildings, developing a strategy for tenants to return to the office, including support through internal communications, installing containers for the collection of disposable face masks and gloves.

#### Employees, Investors and Partners, Lenders

Providing a safe and comfortable working environment, developing corporate sports programs (yachting, fitness, yoga and Zumba classes).

Supporting our employees during the remote working period, providing free viral and antibody tests, providing medical assistance to employees if they or their family members tested positive for COVID-19.

#### **Local Communities**

Complying with all COVID-19 prevention requirements at our buildings, introducing additional measures.

## **Environmental performance of buildings**

Tenants, Employees, Investors and Partners, Lenders and Local Communities

Obtaining BREEAM certification and reducing the environmental footprint of our buildings.

#### **Tenants**

Promoting environmental awareness, fostering separate waste collection practices, developing an electric vehicle charging infrastructure.

#### **Employees**

Fostering separate waste collection practices at our corporate office.

#### **Local Communities**

Maintaining green recreation areas around our buildings, developing an electric vehicle charging infrastructure.

#### **Talent development**

#### **Employees**

Developing a talent management system, conducting trainings and professional development programs, providing a health and wellbeing benefits package.

#### **Community engagement**

## Tenants, Employees, Investors and Partners, Lenders and Local Communities

Supporting social and charitable projects (Earth Hour, collaboration with charities, the Bolshoi Theater and other projects).





## Environment

We are constantly working to boost the environmental performance of our business centers and make a positive contribution to Moscow's ongoing environmental development and green urban initiatives.

Our Environmental Policy embodies our commitment to reducing the environmental impact of our buildings and lays down O1 Properties' strategic goals and targets related to environmental responsibility.

## In 2020, our environmental program focused on the following areas:

- · promoting environmental awareness;
- validating BREEAM certifications;
- · reducing resource consumption; and
- · installing electric vehicle charging stations

26 O1PROPERTIES 2021

#### BREEAM

We are continuing to focus our efforts on enhancing the environmental performance of our business centers and obtaining Building Research Establishment Environmental Assessment Method (BREEAM) certifications for the majority of our assets. BREEAM is the world's foremost environmental assessment method for buildings. It sets advanced standards for sustainable engineering and construction, and enables participants to compare the environmental impact of various buildings.

BRE launched BREEAM In-Use Version 6 in 2020, the new and improved environmental standard for existing buildings. We are planning to recertify our properties against this new standard, improve our existing scores and update our environmental policies. As a part of our initiative to raise sustainability awareness, we aim to engage our tenants in the certification process.

Next year, we are also planning to obtain certification in accordance with ISO 14001, which sets out the criteria for environmental management systems.

A total of 10 operational business centers and one under construction with the net square of 564,000 sq.m. (GBA) were BREEAM-certified as of the end of 2020. 20 BREEAM certifications were validated in 2020, all our properties reconfirmed their BREEAM scores.

For more information about the Company's approach to BREEAM certification, please refer to pages 58-61 of the 2019 Sustainability Report and our dedicated environmental website.

## Promoting Environmental Awareness

# Working with the Media and the Professional Community

We want to lead by example and increase our stakeholders' awareness of environmental issues in the real estate sector. We are actively engaged in conferences, industry events, meetings and expert sessions that focus on improving the eco-friendliness of buildings and developing technologies and solutions to create a healthy and productive built environment.

We are proud that our environmental initiatives are being acknowledged. In 2020, we won the award for the Most Environmentally-Transparent Company at the GREEN & HEALTHY OFFICE awards, an environmental initiative hosted by MB Solutions in partnership with PwC and the Moscow City Government Department for Renovation. GREEN & HEALTHY OFFICE celebrates the best environmental practices for green offices and corporate employee health and wellbeing programs.

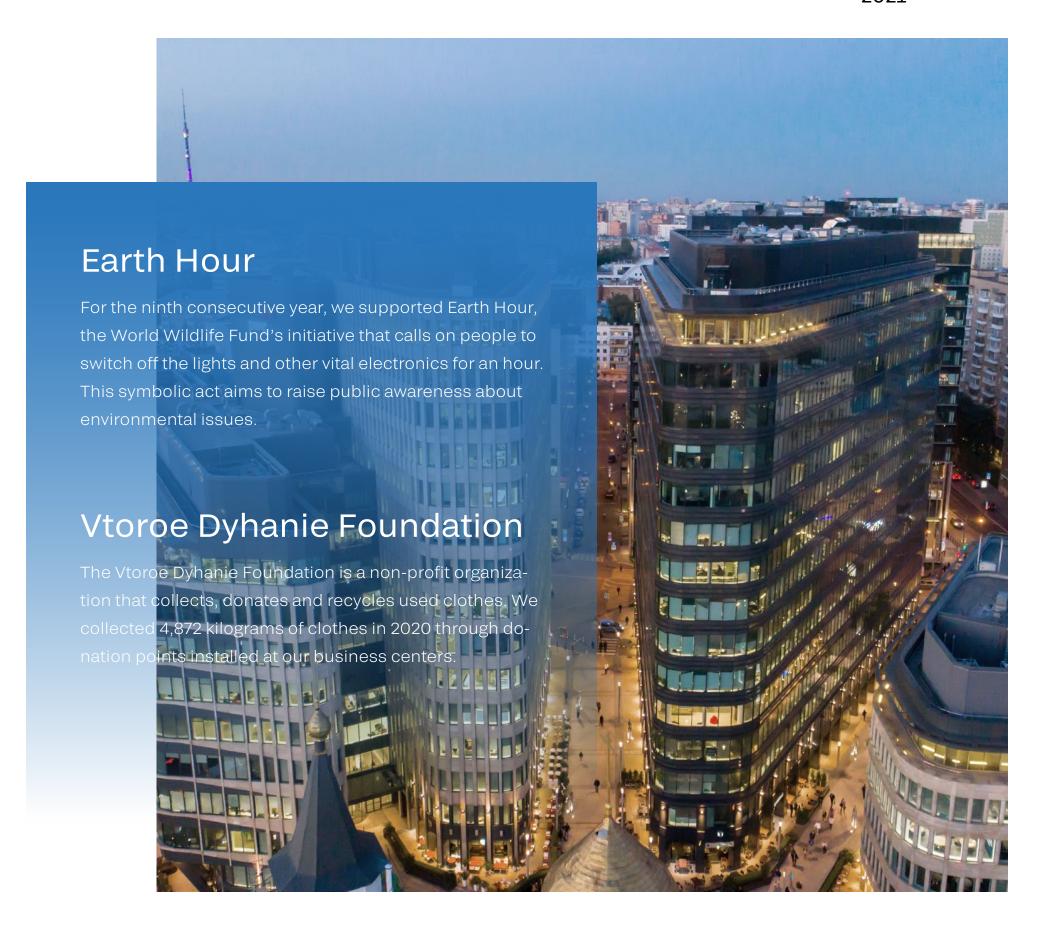
We also continue to promote environmental awareness through our social networks and devote two to four posts to this topic every month on Facebook, YouTube and Instagram.



# Awareness Among Tenants and Employees Communication

We started sending out a tenant newsletter in 2020 to strengthen our partnerships and increase tenants' knowledge about sustainability matters, and green buildings in particular. Of all newsletters, 50% focused on environmental issues, for example, separate waste collection practices at our offices.

In October, we launched a special website dedicated to our environmental program. It provides information about our green buildings concept, the latest BREEAM certifications for our buildings and other environmental projects, and features news about our tenants' environmental projects. As of the end of 2020, the website had 500 unique visitors and 900 page views, with 60% of the traffic coming from newsletters. We plan to develop and use the website as one of the main communication channels on environmental and green office matters for our tenants. Next year, we are also planning to release a series of educational videos about the green office concept for our tenants on our website.



## Resource Consumption

Optimizing resource consumption is key to enhancing the environmental performance of our business centers. Overall resource consumption and waste generation fell significantly in 2020 due to the introduction of lockdown restrictions and remote working.

We did not close any of our buildings when people began working from home as our tenants' staff still needed to access their offices. However, we introduced additional energy efficiency measures to save resources given that our buildings were practically vacant. For example, we installed automated outdoor lighting and touchless faucets in public areas at some buildings and

analyzed the occupancy of buildings to adjust the supply and operating hours of ventilation systems. We also continued with our planned replacement of indoor, outdoor and landscape lighting with LED lights.

Responsible resource consumption helps us reduce the carbon footprint of our properties. We are discussing plans to install solar panels at the Lighthouse business center to generate and supply power to our corporate office. Moreover, we intend to conduct an energy audit at the Krugozor and Ducat Place III business centers and draw up new energy efficiency plans based on the results.

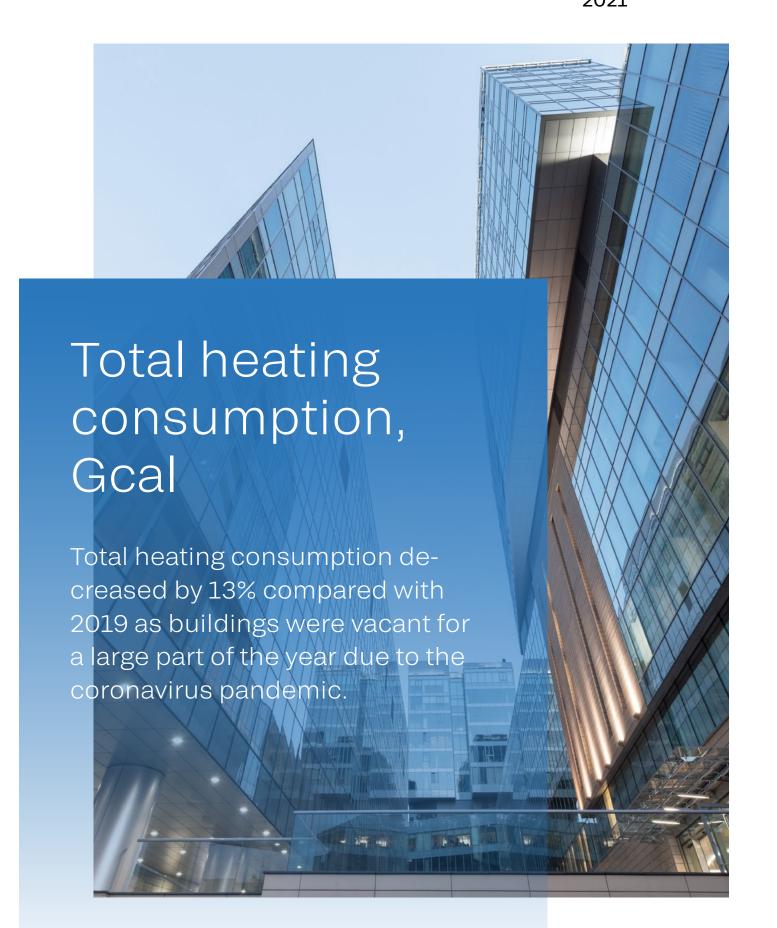






Office center	2018	2019 2020		Change, %
White Square	19,711,208	21,422,364	17,228,821	-20%
Legend	18,912,639	18,872,729	14,697,968	-22%
Ducat Place III	8,486,825	8,051,021	6,670,706	-17%
Silver City	10,274,000	10,475,148	8,766,658	-16%
White Stone	8,139,744	7,819,691	6,773,992	-13%
Vivaldi Plaza	14,414,365	13,349,518	11,727,827	-12%
Stanislavsky Factory	11,225,123	9,868,374	8,884,520	-10%
Krugozor	9,360,576	9,414,584	8,333,830	-11%
iCUBE	2,304,051	1,555,727	1,087,196	-30%
Lighthouse	7,556,507	7,158,957	6,132,446	-14%
LeFORT	11,659,540	12,399,908	10,794,319	-13%
TOTAL	122,044,578	120,388,021	101,098,283	-16%

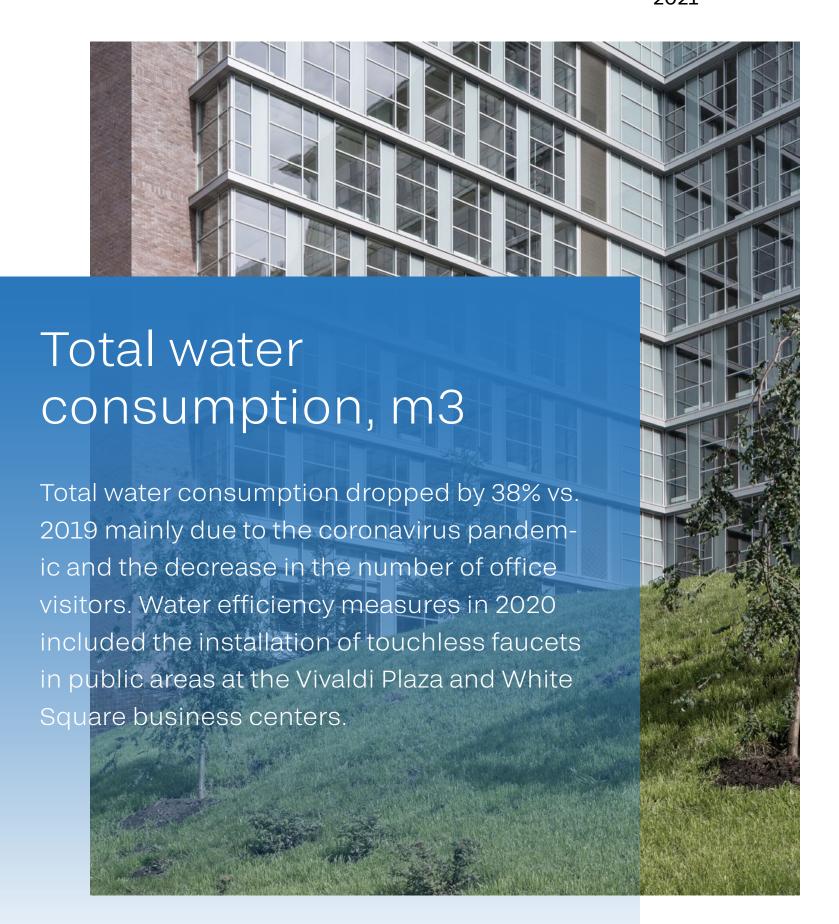
Office center	2018	2019	2020	Change, %	
White Square	12,053	10,234 8,089		-21%	
Legend	17,231	16,281	16,281 14,014		
Ducat Place III	5,026	4,178 3,414		-18%	
Silver City	12,471	10,264	9,145	-11%	
White Stone	5,092	4,053	3,666	-10%	
Vivaldi Plaza	16,945	15,018	13,909	-7%	
Krugozor	6,826	6,041	6,041 4,827		
iCUBE	2,602	2,101	2,101 1,935		
Lighthouse	6,201	5,286	4,887	-8%	
TOTAL	84,447	73,455	63,886	-13%	





Office center	2018	2019	2020	Change, %
Stanislavsky Factory	1,539	1,339	959	-28%
LeFORT	1,333	1,124	1,038	-8%
TOTAL	2,872	2,463	1,997	-19%

Office center	2018	2019	2020	Change, %
White Square	96,194	102,516	56,386	-45%
Legend	96,512	101,998	71,441	-30%
Ducat Place III	25,427	24,110	12,210	-49%
Silver City	35,782	37,897	20,688	-45%
White Stone	33,405	30,443	16,789	-45%
Vivaldi Plaza	60,585	64,545	39,423	-39%
Stanislavsky Factory	35,181	32,435	16,723	-48%
Krugozor	32,538	32,627	19,333	-41%
iCUBE	6,943	8,963	5,778	-36%
Lighthouse	39,240	39,265	25,266	-36%
LeFORT	53,004	57,940	38,584	-33%
TOTAL	514,811	532,739	332,621	-38%



## Electric Vehicles Charging Stations

We are developing EV charging infrastructure in response to growing interest in eco-friendly transport options among our tenants. We installed public EV charging stations at iCUBE business center. Stations can charge electric vehicles for a 100 km journey in 30-45 minutes (depending on the type of a vehicle). We are planning to open four new EV charging stations in 2021: at the Lighthouse, Bolshevik, Krugozor and Stanislavsky Factory business centers.





# Total amount of waste generated, tonnes

Office center	2018	2019	2020	Change, %
White Square	262	253	179	-29%
Legend	49	62	68	10%
Ducat Place III	105	131	66	-50%
Silver City	99	100	63	-37%
White Stone	195	230	121	-47%
Vivaldi Plaza	178	179	105	-41%
Stanislavsky Factory	158	123	64	-48%
Krugozor	183	177	108	-39%
iCUBE	179	237	50	-79%
Lighthouse	139	136	69	-49%
LeFORT	211	193	150	-22%
TOTAL	1,758	1,821	1,044	-43%
••••••	•••••••	••••••	••••••	•••••••••••••••••••••••••••••••••••••••

<sup>9</sup>The increase in the amount of waste generated at the Legend business center was due to renovation works being carried out in one of our tenants' offices.

Separate waste management systems are being rolled out across all our properties and at our own office. We will continue to promote the importance of recycling in communications to both our tenants and employees.





Wearing personal protective equipment has been mandatory in public places since the start of the pandemic. We installed separate containers for used face masks and gloves at all business centers to prevent them from littering the environment.

As a result, we collected over

43,000

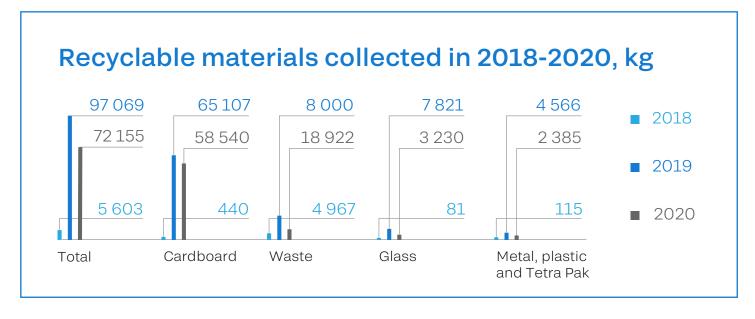
disposable face masks and over

16,000 pairs of gloves

## We collected a total of 72,155 kilograms of recyclable materials in 2020<sup>10</sup>:

#### Recyclable materials collected in 2020, kg 58 540 Cardboard 8 000 Waste Paper 3 2 3 0 Glass Plastic 2000 Metal 348 Electronic waste 336 144 Chemical power sources Tetra Pak 36,5

## We also collected 139 printer cartridges and 14,360 light bulbs



<sup>10</sup>The amount of materials collected for recycling fell in 2020 compared to 2019 due to the absence of tenants and visitors at our buildings for a large part of the year.

## Environmental Compliance

We strictly comply with all environmental regulations. We were not found to be in violation of any environmental laws in 2020.

### Total amount of fines paid out due to non-compliance with the environmental regulations, RUB

Office center	2018	2019	2020
Lighthouse	13,337	27,226	0
iCUBE	6,739	0	0
Krugozor	108,655	0	0
Vivaldi Plaza	6,563	0	0
White Square	1,811	0	0
TOTAL	1,758	27,226	0







## Employees

To retain our position as industry leaders and achieve our sustainability goals, we strive to attract and retain the best talent, take care of our employees' wellbeing and offer a diverse range of professional development opportunities.

As of year-end 2020, we employed 220 people, half of whom were women. Overall, we demonstrated lower turnover<sup>11</sup> rates and a significant decrease in active turnover compared to 2019.

The growth in the number of employees at O1 Properties Management resulted from the expansion of the following business units:

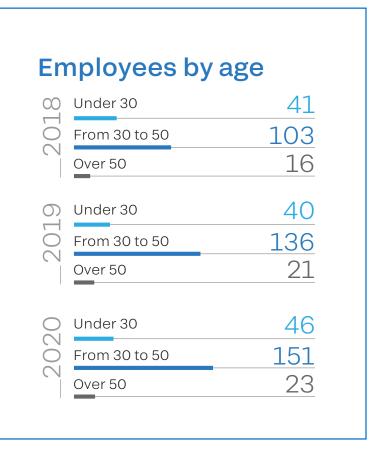
- IT Department as it carries out digital transformation of certain business processes,
- Legal and Financial departments as well as HR Department as its focus shifted from HR administration processes to talent management and employees professional development.

We also created the Real Estate Management Department to oversee O1 Standard (business unit responsible for property and facility management) and enhance tenant engagement.

The number of employees in City Developer LLC increased due to the development of a new business stream — providing technical supervision services for third-party commercial properties.

Our workforce encompasses people of different ages: employees aged from 30 to 50 accounted for about 70% of the team, followed by employees under 30 (21%) and over 50 (10%)





 $<sup>^{\</sup>rm 11}\text{Active}$  turnover is the number of people that left O¹ Properties despite the Company wanting them to remain.

40 O1PROPERTIES 2021

**O1 Properties Management** 

We champion a safe and inclusive working environment and do not tolerate any form of discrimination on the basis of sex, race, color, age, religious creed, national origin, physical or mental disability or any other characteristics that have nothing to do with professional competencies. We had no confirmed cases of discrimination in 2020.

**Employees** 

Men

Women

n/a

Ο

n/a

n/a

**City Developer LLC** 

**Total** 

Women Under 30 From 30 to 50 Over 50 Number of new hires Number of employees that left O1 Properties 21.69% 11.84% 54.63% 20.38% Turnover 53.08% 16.48% 56.31% 21.42% 17.14% Number of preretirement age employees15 Number of retirement age employees **Active turnover (number of people)** n/a n/a n/a Men n/a n/a n/a 

<sup>&</sup>lt;sup>12</sup>The high employee turnover rate in <sup>2018</sup> and elevated rate in <sup>2019</sup> was due to a change in controlling shareholder and the subsequent departure of a certain number of employees.

<sup>&</sup>lt;sup>13</sup>The increase in employee turnover at City Developer LLC was due to changes in management, a restructuring and the completion of several projects.

<sup>&</sup>lt;sup>14</sup>Does not include intra-group employee transfers.

 $<sup>^{15}</sup>$ Pre-retirement age is defined as the five-year period before the statutory retirement age ( $^{60}$  for women and  $^{65}$  for men).



We adopted the Regulation on Onboarding last year to facilitate a well-planned and structured onboarding process.

We launched welcome trainings to help newcomers adjust to their new workplace smoothly and quickly. These sessions moved online with the start of the pandemic. We also developed an induction presentation, which contains all the information new hires need on their first day, and upgraded the corporate portal to make it a one-stop-shop for the latest company news, corporate documents and employee services.

New hires are invited to complete online questionnaires about the adaptation process throughout their probationary period. These surveys help us measure newcomers' level of satisfaction and further improve the onboarding experience.

We also arrange on-site visits for both new and existing employees to familiarize team, with our business centers, key tenants and the green standards implemented at our buildings.



## Employee Engagement Survey

Maintaining the best personnel management practices requires a deep understanding of employees' concerns and expectations. To better understand the needs of our employees and collect essential feedback, we conducted our inaugural employee engagement survey in 2020.

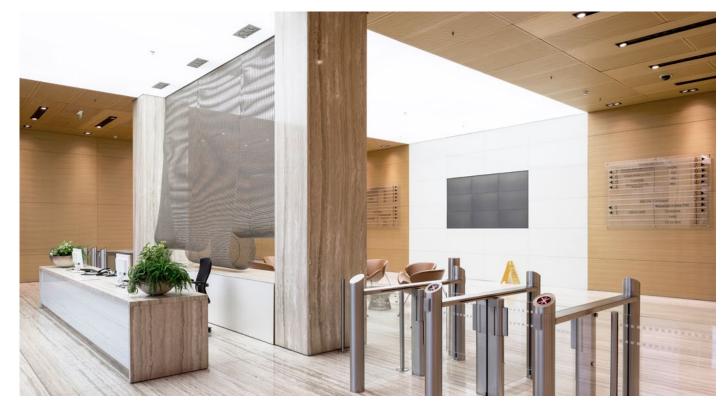
The survey consisted of about 70 questions covering the following topics: O1
Properties as an employer, the Company as a place for professional development, the Company's image and services, and several other core aspects. Using a 10-point scale, respondents expressed the extent to which they agreed or disagreed with a statement on a particular topic. 68% of employees took part in the survey.

The results of the survey showed a high average satisfaction score of 8.53 out of

10. Among all the topics, the Company's image and services, management practices in business units and employees' sense of job stability were ranked highest.

Based on employee feedback, we implemented a number of important changes in areas that employees felt needed improvement. For example, we launched the Development, Health and Balance program, which is designed to enhance employees' experience across three dimensions: professional development, health and wellbeing, and work-life balance. In 2020, the program focused on expanding the voluntary health insurance policy, introducing new learning and development opportunities, and supporting employees during the remote working period.





## Talent Management

We understand that efficient planning is the key to strong employee performance. To further improve our performance management practices, we implemented a KPI system at City Developer LLC. We developed a clear set of KPIs designed for key project milestones and aimed at helping project teams better track their progress.

To make sure that our top performing workforce get the attention they deserve, we developed a talent pool system and a tailor-made leadership development program for high-performing managers. Candidates were selected based on an assessment of their potential against a new competency model. Overall, 10 managers were selected for this program. Next year, we aim to roll out the model to give employees a better understanding of what skills they need to have to be top performers and get selected for the talent pool program.

We also plan to automate staff recruitment, budgeting and other HR processes.

For more information about the Company's performance management system, please refer to page 77 of the 2019 Sustainability Report

## Learning & Development

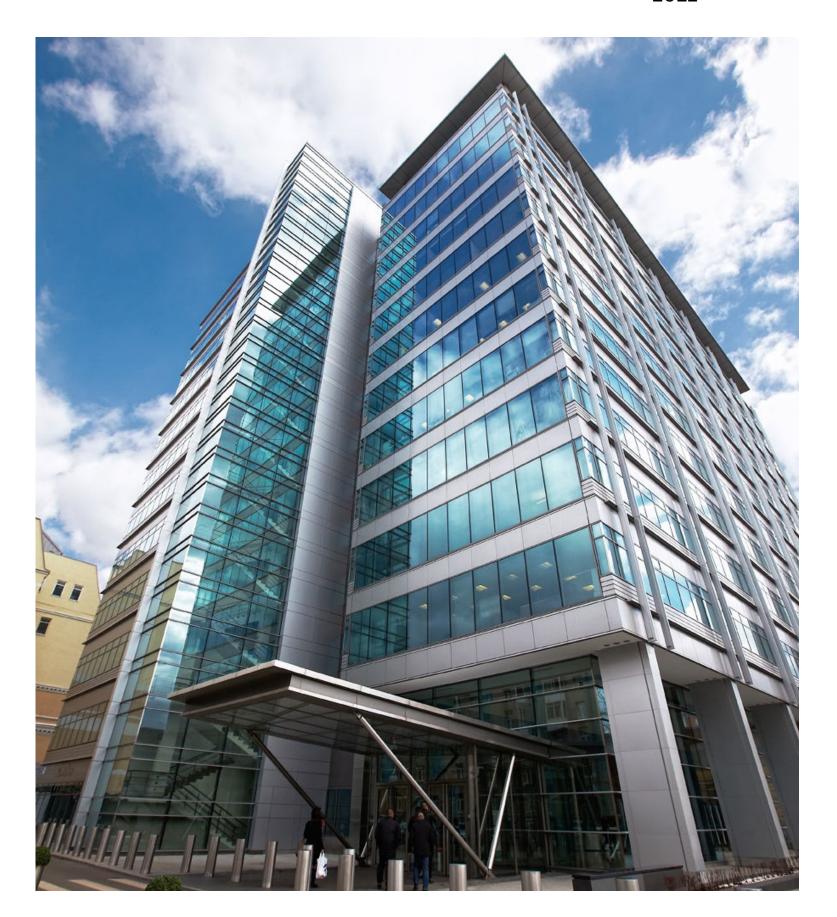
Employee learning and development is a crucial part of our talent management system. We encourage our team to grow professionally and firmly believe that training programs are essential for the continuous improvement of their skills and competencies. Striving to offer our employees a wide range of learning and development opportunities, we introduced a number of new training programs.

Managers selected for the talent pool attended a new leadership development program designed by third-party facilitators. During the course, they learnt how to guide a team, recruit new hires and provide feedback.

Remote working did not affect O1 Properties' Knowledge Days, which simply moved online from the beginning of the pandemic. In 2020, Knowledge Days involved a series of lectures and workshops on a variety of topics, including the updated Code of Ethics and health protection measures during the pandemic. We held a total of five Knowledge Days in 2020.

Despite the fact that we had to postpone several educational programs that could not be held remotely, the number of employees who received additional training increased by 3.5 times in 2020 – from 16 (2019) to 55 (2020) people

In 2021, we intend to launch the second stage of the leadership development program, continue developing the corporate university and launch the distance learning system.





### Benefits

We offer all our employees a comprehensive benefits package that includes voluntary health insurance (available after completion of the probationary period), a retirement savings plan (available from the first day of employment) and wellness programs.

The results of the employee engagement survey revealed that the voluntary health insurance program needed improvement. In response to employee requests, we upgraded the program by expanding the list of available healthcare providers and the scope of medical services covered. Moreover, employees can now receive approval for medical services online (with few exceptions for complex services, which require three days for approval). Employees are also encouraged to share their opinions about updated program on the corporate portal.

In addition to complying with all COVID-19 workplace requirements, we made our office a more agile space and created more flexible areas where employees can hold meetings, collaborate, discuss projects or relax.

IFor a more detailed overview of our talent management system and learning programs, please refer to page 76 of the 2019 Sustainability Report.

## Health and Wellbeing

46

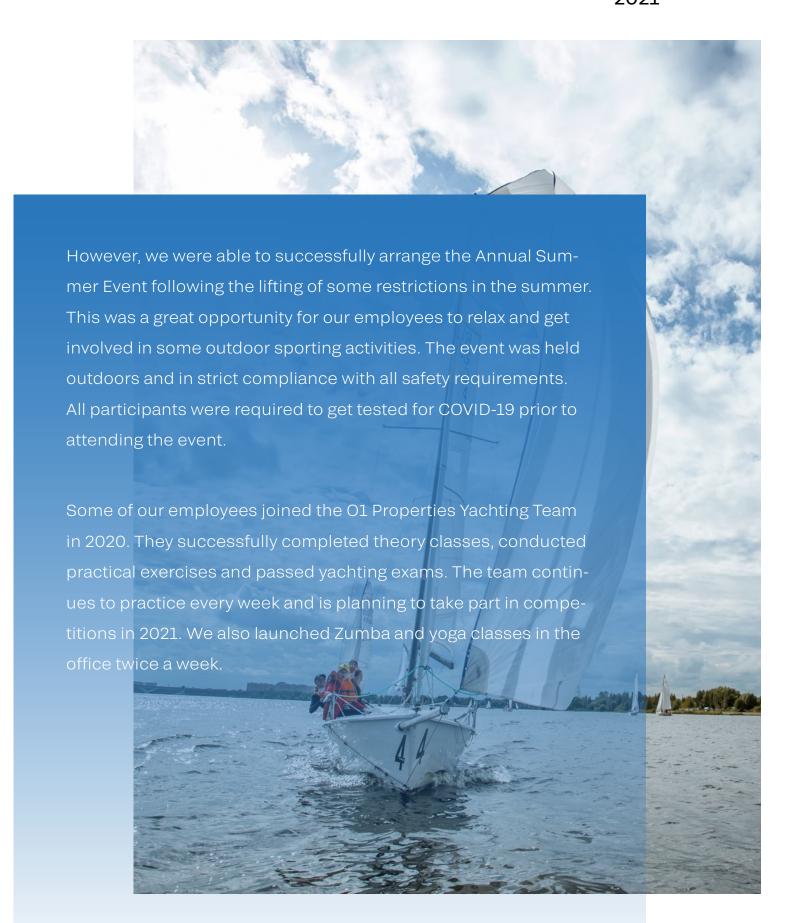
Encouraging employees to live healthy and active lifestyles is one of our top priorities in talent management.

To encourage team spirit and support mental health agenda during the pandemic, we launched the O1 at Home project, a regular newsletter that featured stories from our employees about their home office experiences, as well as tips on spending free time at home in a fun and creative way. All employees who needed to visit the office during the self-isolation period were provided with corporate taxis so that they could avoid public transport and thereby reduce their social contacts.

To facilitate the return to the office and help our employees maintain a work-life balance, we decided to extend the hybrid working regime. Employees can obtain approval to work remotely part-time from their manager so long as this does not affect the quality of their performance. This approach has proven to be effective, as it allows employees to maintain the quality of their work performance while giving them more personal time.

We continue to support the O1 Properties Football League, the annual champion-ship for the corporate teams of our employees, tenants and partners. Unfortunately, we had to cancel the 2020 season of the League to reduce the risk of COVID-19 transmission, but we hope to reinstate the event in 2021. Despite the cancellation of the event, the O1 team started training again after self-isolation restrictions were lifted.

For more information about the O1 Properties Football League, please refer to the League's official website.



# Occupational Health and Safety

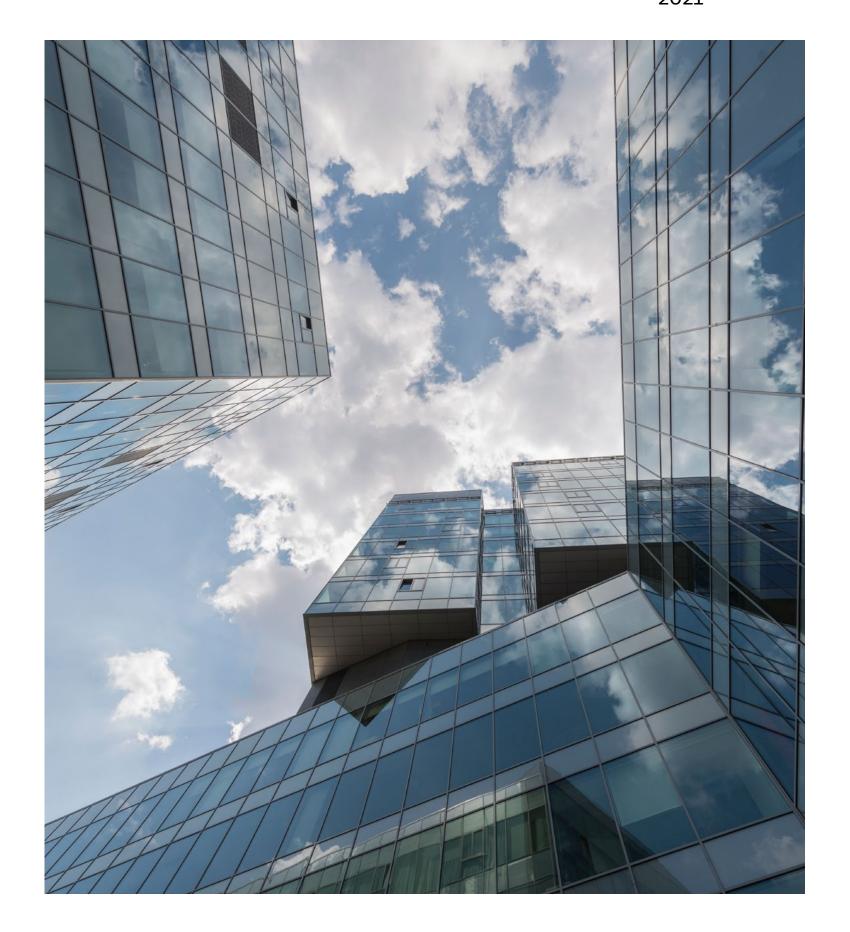
We adhere to the highest standards when managing our occupational health and safety system. We regularly conduct special assessments of working conditions as prescribed by law.

Our fundamental principles are set forth in the Occupational Health and Safety Policy, which also applies to our contractors. We make sure that all contractors working at our properties meet the most rigorous health and safety standards.

Both O1 Properties Management and City Developer LLC hired health and safety specialists who will further advance the Company's OHS management systems. At City Developer LLC, a health and safety specialist will work to promote an even stronger safety culture and ensure responsible behavior among employees and contractors as this business unit comprises more safety risks due to the nature of its business (construction-related services).

We held a special Knowledge Day to discuss the voluntary health insurance program and its coverage with our employees. Our insurance providers talked about the importance of preventive care and how to access it through the insurance program. Given employees' interest in this event, we are planning to continue this practice in 2021 and invite doctors and healthcare experts.

We had no accidents, including fatalities, in the reporting period. All employees completed a mandatory occupational health and safety training as required by Russian law. The majority of workers and contractors also completed online occupational health and safety training.



## Society and Customers

### **Tenants**

To ensure that our tenants remain completely satisfied, we conduct regular surveys of their experiences with our buildings. These surveys are anonymous and serve as an opportunity for tenants to provide candid feedback on a variety of topics.

#### 2020 Tenant Survey Results\* 4,7 Stanislavsky Factory 4,71 LeFORT 4,6 Vivaldi 4,59 Ducat Place III 4,58 White Square 4,56 Legend 4,5 Silver City 4,4 Lighthouse 4,37 White Stone 4,24 **iCUBE** 3,85 Krugozor \* Score range: 1-5

## Reasons for lower average scores in 2020:

- Legend: tenants stated that the following areas needed improvement: elevators and ventilation systems.
- iCUBE: tenants stated that the following areas needed improvement: cleaning services, ventilation systems, electricity systems (due to occasional power outages).
- Krugozor: tenants stated that the following areas needed improvement: the building permit registration system, cleaning services, infrastructure near the building (lack of catering facilities, pharmacies).

Our work plan for 2021 was mainly based on the feedback we received from our tenants.

	Duget Place III		Silvor City		icupe	
4,06		4,16		4,45		4,52
4,55	2019	4,42			2019	4,93
4,77	2020	4,59	2020	4,50	2020	4,24
	White Square		Lighthouse		Krugozor	
4,13	2018	4,18	2018	4,11	2018	4,09
4,16	2019	4,31	2019	4,37	2019	4,04
4,71	2020	4,58	2020	4,40	2020	3,85
	Legend		White Stone			
4,67	2018	4,76	2018	4,46		
		4,53		4,14		
	4,77 4,13 4,16 4,71	4,55 4,77 2020  White Square 4,13 2019 2018 2019 2019 2019 Legend	4,06       2018       4,16         4,55       2019       4,42         4,77       2020       4,59         White Square         4,13       2018       4,18         4,16       2019       4,31         4,71       2020       4,58	4,06       2018       4,16       2018         4,55       2019       4,42       2019         4,77       2020       4,59       2020         White Square       Lighthouse         4,13       2018       4,18       2018         4,16       2019       4,31       2019         4,71       2020       4,58       2020	4,06       2018       4,16       2018       4,45         4,55       2019       4,42       2019       4,16         4,77       2020       4,59       2020       4,50         White Square         4,13       2018       4,18       2018       4,11         4,16       2019       4,31       2019       4,37         4,71       2020       4,58       2020       4,40	4,06       2018       4,16       2018       4,45       2018         4,55       2019       4,42       2019       4,16       2019         4,77       2020       4,59       2020       4,50       2020         White Square       Lighthouse       Krugozor         4,13       2018       4,11       2018         4,16       2019       4,31       2019       4,37       2019         4,71       2020       4,58       2020       4,40       2020

We included survey questions about our tenants' awareness of our environmental initiatives for the first time in 2020. These questions covered the following topics: BREEAM certification of buildings, the certification's impact on a building's marketability and tenants' interest in the green offices agenda. Overall, the majority of respondents showed good level of awareness and strong interest in our environmental projects.

We are constantly seeking out new opportunities to provide our tenants with world-class

<sup>16</sup>Fitwel is a commercial building certification system that provides guidelines for healthier workplace environments.

working environments. Hence, in 2021, we plan to obtain Fitwel Certification<sup>16</sup> for several buildings, which will serve as a signal that we prioritize health and wellbeing in the development and operation of our properties.

For a more detailed view on the Company's initiatives to raise tenants' environmental awareness, please refer to the Environment section of this Report.

## Contractors and Suppliers

We continue to maintain transparent and fair relationships with all contractors and suppliers. The Tender Committee oversees the supplier selection process and ensures its efficiency and impartiality.

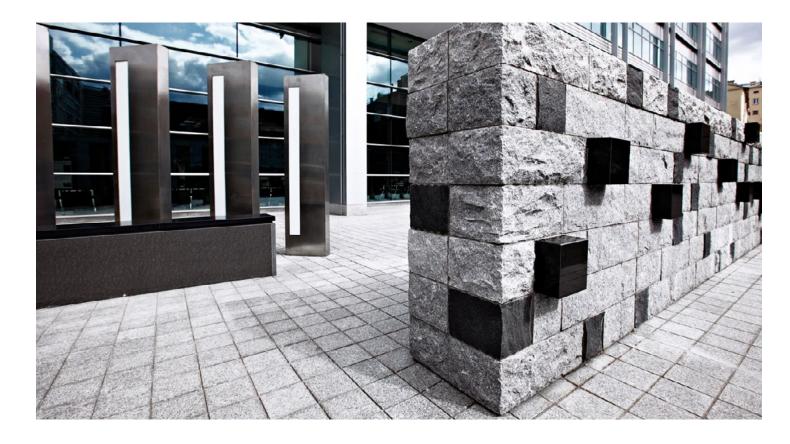
We expect all potential and existing contractors and suppliers to comply with our ethical and environmental standards, while comprehensive due diligence is carried out before entering into any relationships with partners.

For more information about the Company's internal policies for interactions with contractors and suppliers, please refer to page 47 of the 2019 Sustainability Report.

We are committed to increasing the sustainability of our supply chain. We have adopted procurement policies that support local suppliers and promote sustainable development principles. In 2020, to decrease the environmental footprint of our supply chain, we decided to reduce the number of suppliers we engage by a third and sign framework agreements with several local suppliers for cleaning, electricity and other services. Fewer suppliers means lower emissions from logistics and the transportation of goods. We also switched to electronic document management (EDM) with about 80% of contractors to cut down on paper usage.

For a more detailed view on the Company's environmental program, please refer to the Environment section of this Report.





### Social Initiatives

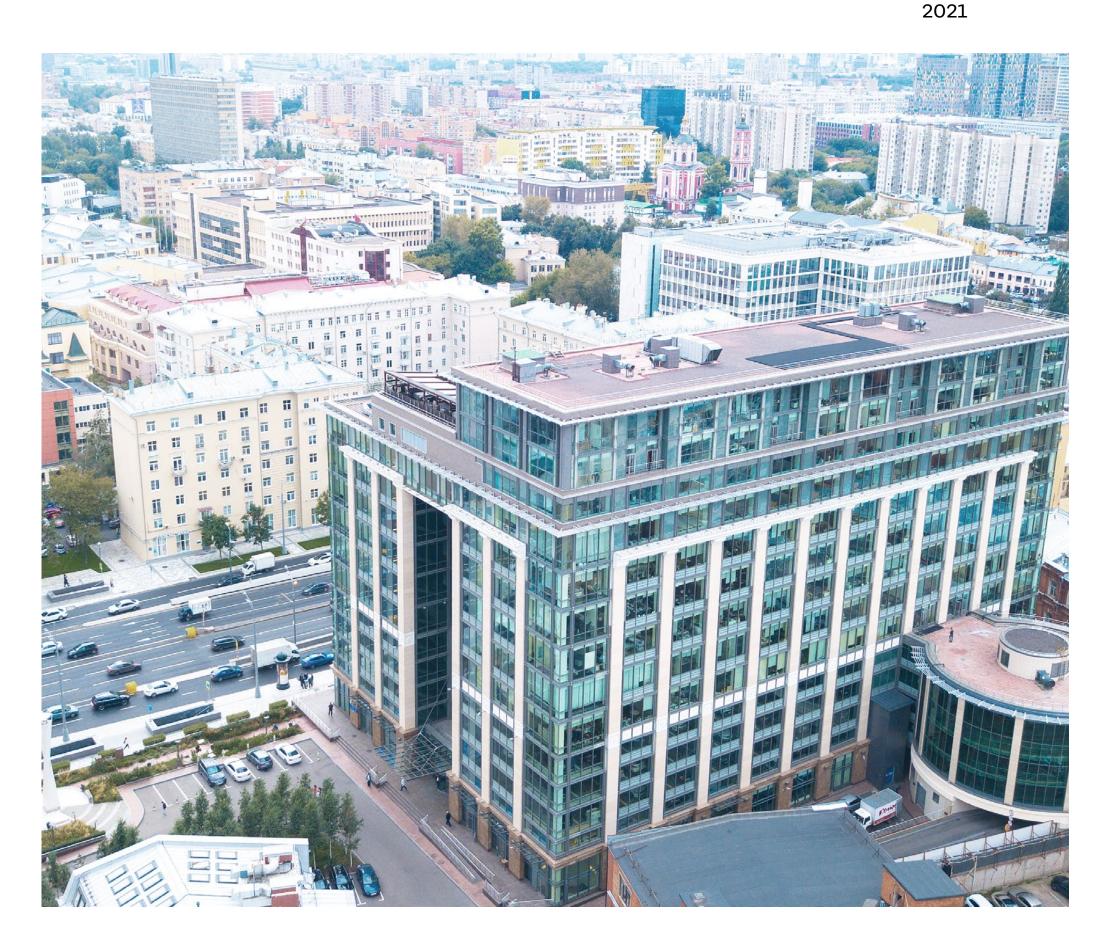
Investment in social initiatives remains a core element of our corporate culture. In 2020, we allocated

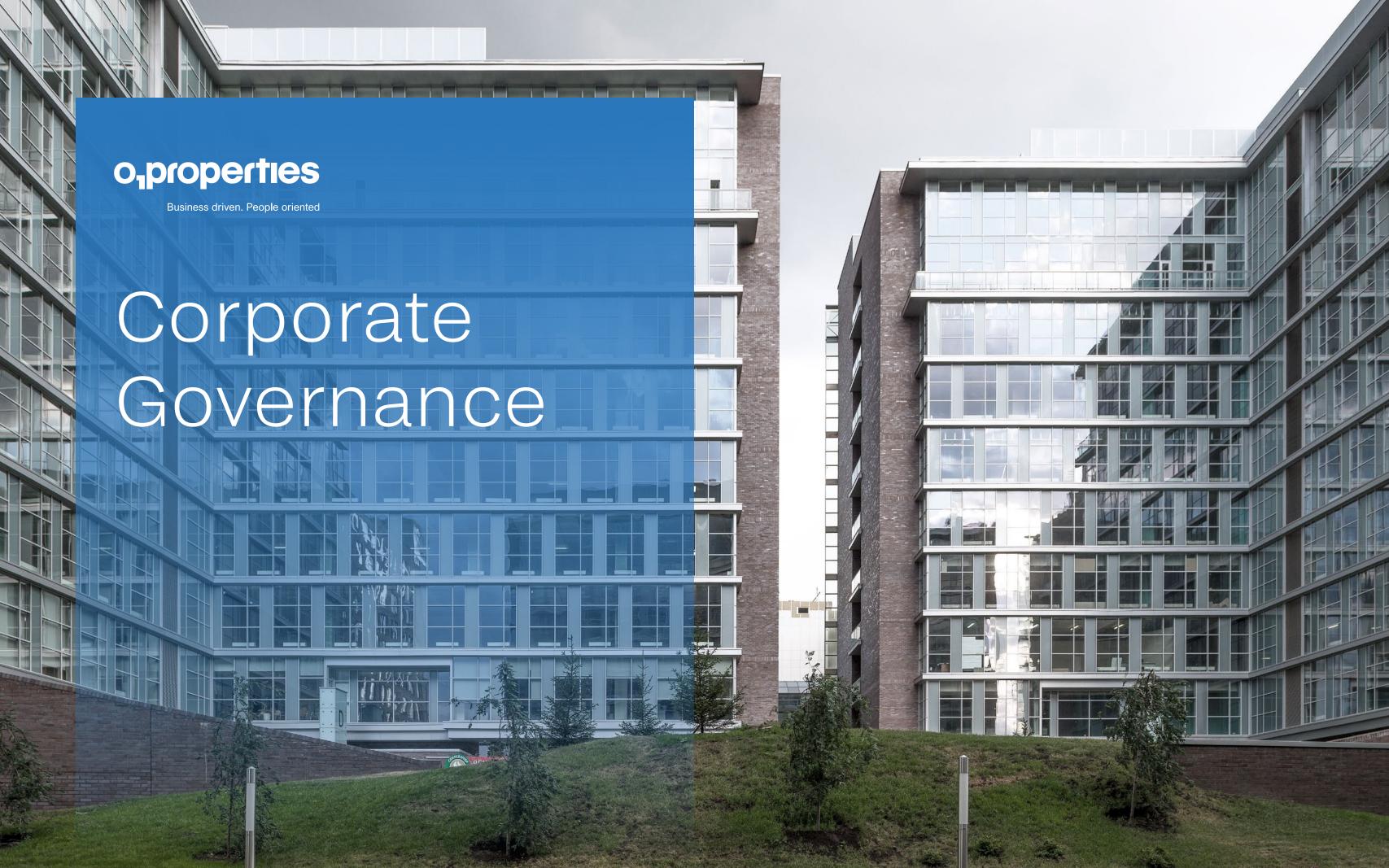
₽22 mln

for social investments, including HR, sports and charitable programs.

We continued working with the Byuro
Dobrykh Del Foundation, which provides
children from orphanages with career advice and vocational training. We also promote the charity's work on social media.

We also sponsor the Bolshoi Theater to nurture Russia's cultural heritage and promote Russian performing arts on the world stage.





## Corporate Governance

O1 Properties remains firmly committed to maintaining robust corporate governance mechanisms and the highest level of accountability. There were no significant changes to the Company's organizational structure in 2020.

### O1 Properties Limited

Chairman of the Board of Directors

### the Board of Directors

**Audit Committee** 

O1 Properties

Nomination and Remuneration Committee

City Developer LLC

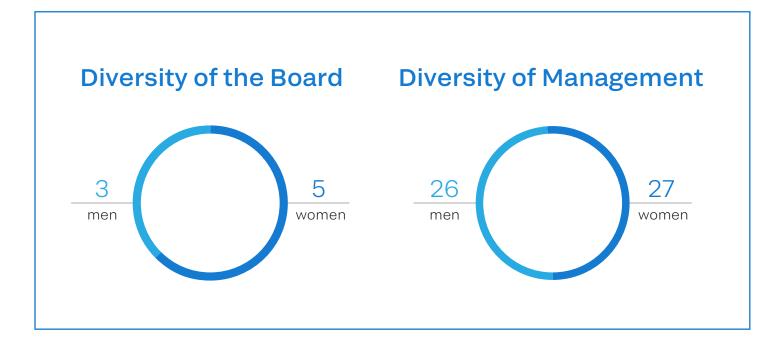
Strategy and
Development
Committee

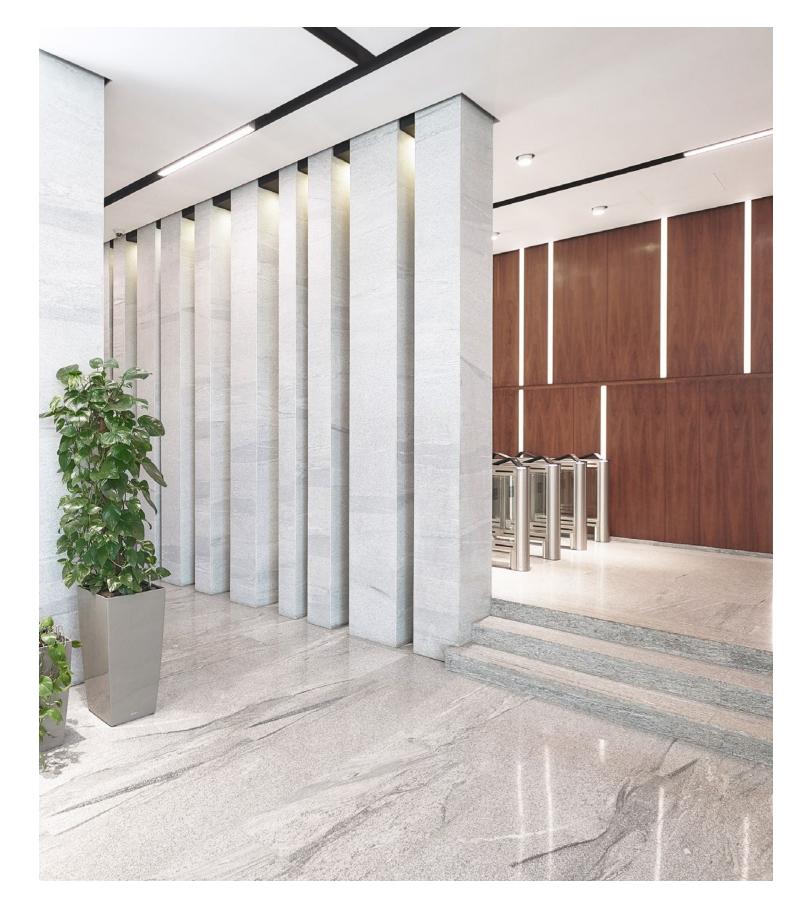
O1 Advisory (Cyprus)





The Board of Directors is the highest corporate body responsible for overseeing the Company's activities and business strategies, and enhancing its sustainable value. Our directors bring valuable insights, expertise and competencies to the Board, and ensure the long-term success of our business.





## Ethics and Compliance

O1 Properties has earned the trust of the wider public along with a reputation for building partnerships and making business decisions with honesty and integrity. We updated our Code of Ethics ("the Code") in 2020, which provides guidance for our employees, management and directors on ethical matters. Adherence to the Code is mandatory for all employees. The Code also lays down the values that are fundamental to the Company:

- · Innovation and a creative approach
- Sustainable development
- Transparency and a stellar reputation
- Responsibility

Recognizing the importance of communicating responsible behavior principles, we organized Knowledge Days dedicated to ethics and compliance matters for all employees. We discussed the updated Code, the importance of business ethics

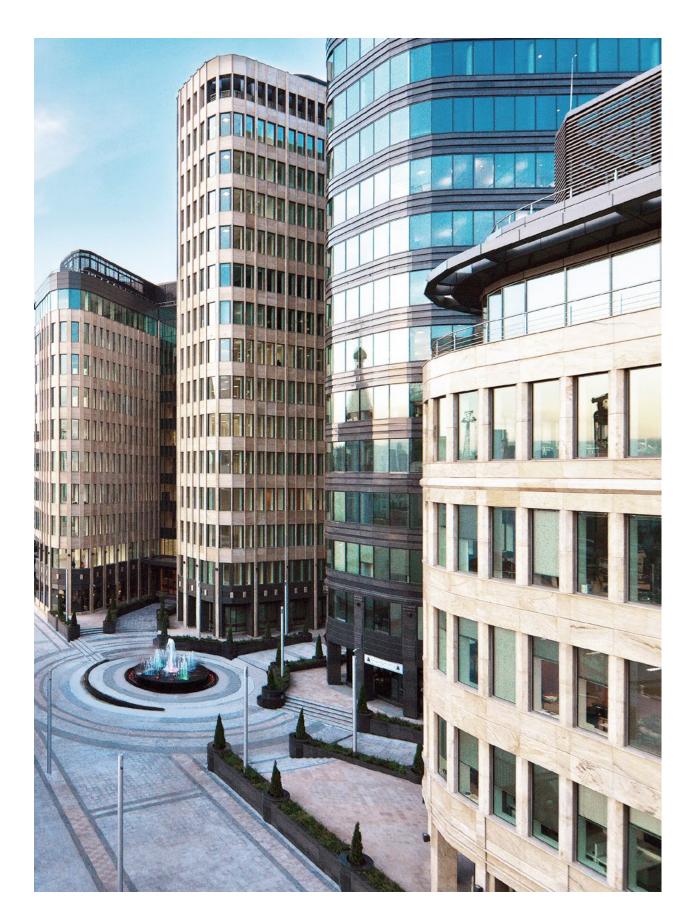
and compliance for the Company, as well as our responsibilities to shareholders and society. On top of that, we launched mandatory trainings for new employees on the updated Code. As a result, 100% of new and current employees were made aware of the new Code.

Employees can raise any concerns they may have and report violations of the Code via an anonymous whistleblower hotline that was set up in 2020. All employees can access the hotline via the corporate intranet portal. Staff members who report suspected violations in good faith are protected from retaliation.

We fully comply with all applicable anti-corruption legislation and do not tolerate corruption, bribery and fraud in any form. This approach is enshrined in our Anti-Corruption and Bribery Policy and the Code. In 2020, 100% of employees completed training on anti-corruption and bribery matters.







56

We also demonstrate our integrity in our relationships with contractors and business partners. We always conduct due diligence when selecting a contractor or partner and anti-corruption clauses are included in all contracts. There were no confirmed incidents of corruption by employees nor any confirmed cases of corruption in our interactions with contractors during the reporting period.

As a responsible company, O1 Properties upholds fundamental human rights and considers equality and fairness as cornerstones of its business. In 2020, 100% of employees received training on the Human Rights Policy. Moreover, we included a human rights clause into contractual agreements with our busi-

ness partners. There were no human rights violations or incidents of discrimination in 2020.

We deeply respect our stakeholders' right to privacy and process the personal data of our employees, tenants, contractors and suppliers with extreme care. We strictly observe local personal data protection laws and have embedded the relevant provisions on personal data protection in our internal privacy policies.

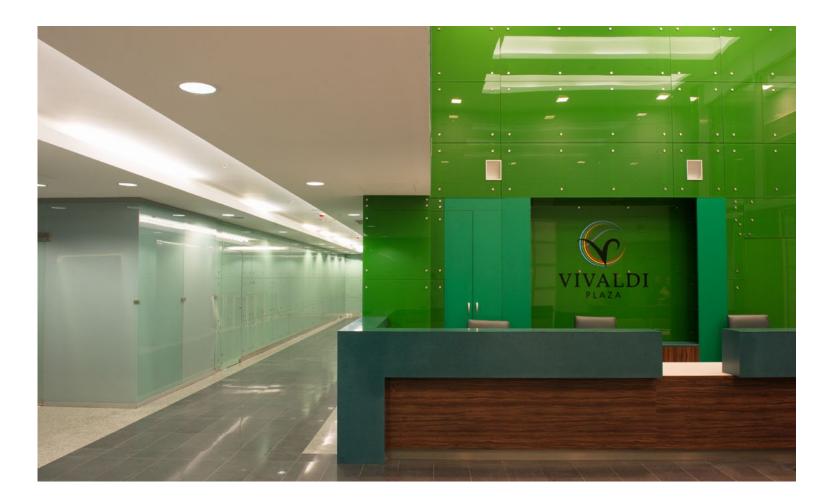
For more information on the Company's approach to ethics and compliance matters, please refer to page 42 of the 2019 Sustainability Report.

## Risk Management

Our business is associated with risks that include financial, economic, reputational and other risks. To be successful in an ever-changing environment, we continuously improve our risk management system, risk assessment and internal control procedures.

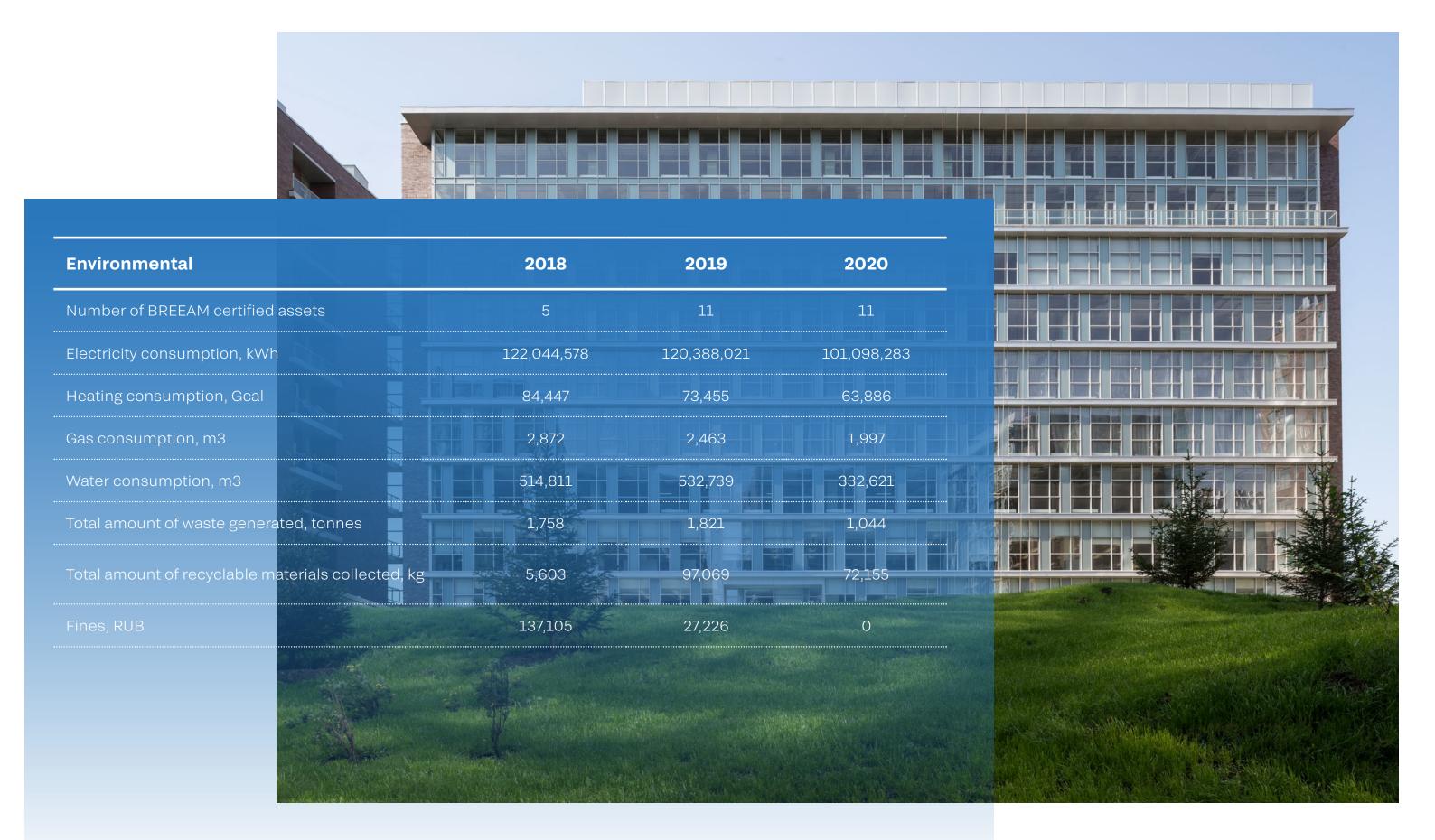
Overall, we have identified four risk groups: strategic risks, financial risks, general business risks and property-specific risks. The latter also includes environmental risks.

During the reporting period, we also switched to a strategic planning approach to define the Company's strategy, priorities and objectives. In line with this approach, we held the first strategy session at which project goals and KPIs for business units were determined.



#### **Financial Risks General Business Risks Strategic Risks Property-Specific Risks** · Capital markets (refinancing) risk · Currency (foreign exchange rate) risk Risk of legal/taxation changes Property management risk · Property resale (divestment) risk Market risk (vacancy, yields, re-lets, over- Project development risks Interest rate risk · Country-specific and geopolitical risk Breach of covenants risk Partner risks (JV and NCI) saturation) Tenant creditworthiness (bad debts) risk Property loss (insufficient insurance cov- Cluster risk (region/property/size/type) Tax risks Market cycle risk Inflation risk Information systems and compliance risks erage) risk Know-how (technological) risk Liquidity risk Corporate governance risk Contractual risk (tenants, contractors) Costing/valuation risk Leverage risk Internal controls risk Expertise and personnel risk Environmental risks







Social		2018	2019	2020
Number of employees at ye	ar-end	16017	197	220
Men		68	83	112
Men, %		43	42	51
Women		92	114	108
Women, %		57	58	49
Under 30		41	40	46
From 30 to 50		103	136	151
Over 50		16	21	23
Number of new hires		51	78	67
Number of employees that	left the Company	88	33	36
Turnover, %		54.63%	20.38%	17.14%
Active turnover		n/a	14.8%	0.97%
Number of preretirement a	ge employees	6	9	7
Number of retirement age e	employees	<b>⊘</b>	6	<b>®</b> 3
Total number of employees	who received additional training		16	55
Number of incidents, include	ding fatalities	p. (	0	0

<sup>&</sup>lt;sup>17</sup>We revised the statistical data for 2018 following the separation of O1 Standard as an independent legal entity. The data presented here therefore differs from that in the 2018 Report.



## About the Report

This sustainability report discloses how O1 Properties Limited addressed its most material sustainability issues in 2020.

O1 Properties Limited was incorporated in Cyprus on 24 August 2010 as a limited liability company under the provisions of the Cyprus Companies Law, Cap. 113. On 28 March 2012, the Company was reconstituted from a private limited liability company to a public limited company under the name O1 Properties plc. On 10 July 2012, the Company was again reconstituted from public limited company to a private limited liability company under the name O1 Properties Limited.

This is the third time that O1 Properties is disclosing its non-financial performance results in accordance with Directive 2014/95/EU of the European Parliament and of the Council of 22 October 2014 amending Directive 2013/34/EU ("the Directive"). This Report discloses information on the progress we have made and measures we have implemented in 2020 as part of our ongoing commitment to sustainability, as well as our goals and targets for the future.

The design of the Report was prepared by the Everland team. Everland is an organization that provides career and professional growth opportunities for people with special needs.



### EU Directive on Non-Financial Reporting

Directive 2014/95/EU on the disclosure of non-financial and diversity information succeeded Accounting Directive 2013/34/EU that required certain large companies to disclose information on the way they operate and manage social and environmental challenges, protect and support human rights, handle anti-corruption and bribery matters and ensure the diversity of the Board of Directors. This helps investors, customers, policy makers and other stakeholders evaluate the non-financial performance of large companies and encourages these companies to develop a sustainable approach to business.

There were no amendments to the Directive in 2020 and it remains effective at the date of publishing of this Report.

### Law of Cyprus

On 2 June 2017, Cyprus ratified the Directive, which prescribes reporting of non-financial matters as stated above. Compliance and reporting requirements were incorporated into Cypriot legislation as Art. 151A of the Companies Act (Cap. 113). As a Company incorporated in Cyprus, O1 Properties opted for partial voluntary compliance with said requirements.

### Russian Regulations on Non-Financial Reporting

At the time this Report was published, legislation on mandatory non-financial reporting had not been adopted in Russia; however, the draft legislation was publicly available. For this reason, O1 Properties has moved forward and voluntarily reports on sustainability-related information before it becomes a formal requirement.

Moreover, despite the voluntary nature of non-financial reporting in the Russian Federation, the Company is required to report on these matters in another jurisdiction, as indicated above.

**Director:** Adina Viviana Szemethy

Director: Theonitsa Andriana Constantinou

