

Social Responsibility

The long-term goal is for Castellum to conduct its operations in a responsible manner in relation to society and stakeholders. Going beyond expectations. Worthy of trust. The Code of Conduct describes how employees are to treat tenants, suppliers, partners and other players in day-to-day operations.

Castellum's commitment

We will conduct business in a responsible manner in relation to the community as well as to our stakeholders.

Code of Conduct

Castellum's Code of Conduct, which applies to all Castellum employees, regulates behaviour towards one another as well as towards Castellum's tenants, suppliers, partners, and other stakeholders that employees meet in daily operations. It is based on Castellum's values (Personal, Passionate, Proactive and Reliable), the ten principles of the UN Global Compact, the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises. The Code of Conduct clarifies Castellum's position on human rights, working conditions, business ethics and information. Castellum is to provide quality service, comply with laws and regulations, never discriminate against anyone, and ensure a healthy working environment with a high safety level at the workplace. Castellum also maintains focus on gender equality issues, as described in the company's diversity plan.

Castellum's operations are subject to each country's laws and regulations concerning, for example, working conditions, occupational safety and freedom of association. Castellum's HR manual addresses issues such as working environment, equal opportunities, salaries, pensions and company cars. Each new employee undergoes mandatory training that includes the company's Code of Conduct, sustainability initiatives and diversity. Preventive efforts regarding corruption issues, where conduct in various everyday situations is continually discussed, are conducted throughout the Group.

A pivotal element is that all employees understand and follow the Code of Conduct. All employees must undergo Castellum's mandatory training concerning the content of the Code of Conduct. Departures from the Code of Conduct must be reported and discussed with an immediate supervisor or, if this is impossible, with another representative of the company. Castellum has a whistleblower function, independent of the company, that can be reached via the Group's website and Intranet. This function is intended to help both employees and external parties to report incidents and actions that are not in line with Castellum's values or Code of Conduct, or otherwise have a negative impact on the company or people's health and safety. All whistleblower cases are handled in accordance with established procedures. Those reporting a whistleblower case receive prompt feedback and then the aim is to maintain a dialogue with the initial notifying person. All cases are handled confidentially, and the person making the report will always receive some form of feedback within ten days. In 2021, Castellum received some ten cases through the whistleblower function. Some of the cases led to a change in routines or to targeted communication efforts. In 2021, the company and management did not receive any information on the occurrence of incidents that had a negative impact on the health and safety of tenants. In the last five years, neither Castellum nor any representative of the company have been sentenced for any crime that could

be linked to a departure from the company's Code of Conduct, corruption or operations that inhibit competition. Nor was the company ordered to pay damages or any fines, linked to either violations of environmental legislation or other legislation, in 2021. Castellum has not paid any financial subsidies or otherwise compensated lobbying organisations or other non-profit operations whose purpose is to impact political campaigns or other forms of legislation.

Community engagement

For Castellum, community engagement is about offering healthy and productive urban environments where people have a high sense of well-being. It is also about contributing to urban development that encourages the integration of different societal groups. Another important aspect for Castellum is to facilitate the entry of more young people and people with varied cultural backgrounds into the labour market. Castellum holds stakeholder dialogues and participates in joint projects with other property owners and players to create better living environments together. In 2021, a total of 62 (47) young people worked at Castellum as vacation replacements, interns, apprentices, trainees or with academic degree projects. 19 (9) of these young people were apprentices (in Castellum's definition, people who are struggling to enter the job market), which is equivalent to approximately 4% of Castellum's employees. Castellum has also adopted a goal of requiring its contractors to hire apprentices in all larger projects. In addition, Castellum collaborates with organisations such as the Jobbsprånget internship programme, which is an initiative that matches companies with academics who have just arrived in Sweden. During the year, Castellum offered job experience positions to individuals with non-Swedish backgrounds who had just arrived in the country.

Developing local communities

Castellum develops social programmes in all the cities where the company operates, and at present all properties are covered by such programmes. Castellum's engagement in these social programmes varies based on local needs and the specific properties. The social programmes are based on stakeholder analyses in which the relevant needs are identified and analysed. Based on these results, local decisions are taken on how Castellum is to get involved. Most often, these efforts concern how Castellum can positively impact the environment and improve the local community as well as the environments in and around the properties.

The social programmes currently comprise approximately 120 different initiatives such as city networks, sustainability networks and corporate associations where Castellum interacts with tenants, municipalities and other partners to develop cities or the surrounding areas. Castellum also actively works with community associations, schools and universities to offer young people apprenticeships and summer jobs. Castellum's sponsorship and support of local associations focuses primarily on promoting young people's education and health. During the year, the company sponsored organisations such as BRIS, Young Entrepreneurship and local sports associations. In 2021, Castellum gave a total of MSEK 7.3 (6.8) in direct support through sponsorships and other initiatives, of which MSEK 4.7 (4.4) pertained to membership fees for industry organisations. In addition, Castellum has also contributed approximately MSEK 0.5 in overheads and MSEK 0.5 in volunteer work.

Selection of industry organisations in which Castellum is a member

- Almega
- Centre for Management in the Construction Sector (CMB), part of Chalmers University of Technology
- Chamber of Commerce (Handelskammaren)
- EPRA
- European Think Tank
- The Swedish Property Federation
- Fossil Free Sweden
- Green Building Council Denmark
- Green Building Council Finland
- Citysamverkan
- The Trade and Industry group
- SNS (Center for Business and Policy Studies)
- Sweden Green Building Council
- BELOK (the Swedish Energy Agency's group for efficient energy use in premises)
- Lokal Färdplan Malmö 2030 (LFM30)



“100 on Solar” programme already halfway to its goal



Christofer Björkman,
store manager
City Gross Jönköping



Max Börling,
project manager
Castellum



Magnus Svensson,
facility manger
Bergendahl Group

The City Gross store in Jönköping is one of Castellum’s many properties that has had solar cells installed on its roof.

“It means a great deal to us and is entirely in line with our efforts to create as sustainable an operation as possible,” says Christofer Björkman, store manager.

Castellum’s “100 on Solar” project means that 100 solar cells will be completed by 2025. The target was set in January 2020 and the 50th installation was in place by 2021, which means the halfway point has already been reached.

“It is wonderful that the 50th installation was on our store in Jönköping,” Christofer Björkman says. City Gross uses energy only from renewable sources, which is why having their own solar cell on the roof feels like both an important stand-point and a wise investment.

The installation at City Gross in Jönköping will produce 220,000 kilowatt-hours per year, corresponding to the electricity consumption of 11 standard Swedish houses.

“Production is greatest during the daytime and during the summer months, when we need the most electricity for our cooling facilities. Castellum’s production of sustainable electricity that we can buy at a lower price is a win-win for us both,” Christofer Björkman says.

Castellum’s goal is to become 100% climate neutral in its operations by 2030, thereby supporting the UN climate agreement and the goal of a fossil fuel-free Sweden.

“100 on Solar is a key component of this initiative. I see continued great potential for solar energy, and it is something our tenants also view positively,” says Max Börling, project manager for the solar cell initiative at Castellum.

City Gross imposes strict requirements on properties in its expansion into new stores.

“It is important for us that our landlords work actively on sustainable energy solutions. We have a great deal in common with Castellum since we are both working to find long-term sustainable solutions to drive our operations forward. This means a great deal to us as a family company,” says Magnus Svensson, facility manager of the Bergendahl Group, which includes City Gross. ■



The report *Hyresvärd och hyresgäst - tillsammans för hållbarhet* (Landlord and tenant - together for sustainability) that Castellum produced in partnership with six other European property companies, clearly shows that property owner sustainability initiatives are becoming increasingly significant for tenants and are an issue that they are eager to collaborate on. Read more at: www.castellum.se/en/about-castellum/sustainable-business/sustainable-landlord/



Watch a video on the solar cell initiative