

A woman with long brown hair and bangs, wearing a dark sweater, is smiling and tending to a potted plant in a greenhouse. She is holding a large bouquet of white baby's breath flowers in her left hand and adjusting a pink flower in a pot with her right hand. The background is filled with various plants and soft, warm lighting.

Sustainability Accounts 2023

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“Citycon is committed to achieving zero carbon emissions from our building operations by 2030.”

→ Read more on pages [5](#), [11](#) and [27](#).



How to read Citycon's 2023 reports

Our reporting in 2023 consists of the Sustainability Accounts, the Financial Review, the Corporate Governance Statement and the Remuneration Report. More information on Citycon, our strategy and value creation can be found on our website.

To make the report more reader-friendly, parts of this report, as well as supplementary information and additional case examples, can be found on the company website. You can recognise the links to this material through this symbol: → **Read more**

The sustainability issues that matter the most to us are presented in this report under the headline "Sustainability Focus Areas". These are strategically important issues and are featured in our sustainability strategy. Other important sustainability issues are discussed under the headline "Sustainability reporting". Here you can find more in-depth information about our sustainability performance.



Sustainability Accounts

Describes Citycon's environmental and social performance, as well as sustainability highlights in 2023.



Financial Review

Covers Citycon's financial performance in 2023, operational key figures, the report by the Board of Directors and the risk management review.



Corporate Governance Statement

Explains Citycon's structure of governance and the Board of Directors' activities in 2023.



Remuneration Report

Provides information on the remuneration of the Board of Directors and the CEO, and it also describes how the Remuneration Policy for Governing Bodies has been implemented.

Reporting framework and assurance

These Sustainability Accounts provide information on the sustainability issues that matter the most to us and our stakeholders, based on our materiality assessments. We focus on what we achieved in these areas during 2023. This report was prepared in accordance with GRI (Global Reporting Initiative) Standards. Environmental indicators have been assured by Ernst & Young Oy. The full list of assured indicators can be found in our GRI tables.

Due to the new data management and automation methods implemented in this report, the comparability of the reported 2023 figures to the figures reported in previous years may have decreased in some points.



These symbols help us to report our results in a way that is open and easy to understand. The symbols provide a quick overview of the status of our short-term sustainability targets. The symbols should be understood in the context of the targets and comments provided for that action.

This is Citycon

Citycon is the leading owner and developer of urban hubs in the Nordics and Baltics. We bring value to communities by developing urban hubs for living, working, socialising and shopping. We create cities full of life and are committed to sustainable development in everything we do.



140
million annual
visitors

234
professionals
work at Citycon

Carbon neutral by
2030



Message from our CEO

How was the year 2023 for Citycon from a sustainability perspective?

The year was highlighted by positive results from the company's strategic efforts focused on creating sustainable communities. Lippulaiva in Espoo began to fully function as a transportation hub, with both the metro station and the new bus terminal being open for the entire year. Similarly, the new light rail at Oasen in Bergen, operational for its first full year in 2023, exemplifies the synergy between the company's location strategy and its commitment to green mobility. Both Lippulaiva and Oasen experienced a substantial increase in visitors over the course of the year.

Lippulaiva secured remarkable recognition by being announced as a winner in the Shopping Center of the Year competition for its advanced energy systems. Positioned above Europe's largest geothermal heating and cooling plant in a commercial building, Lippulaiva produces carbon-free energy while effectively capturing and reusing condensate energy and surplus heat. Lippulaiva's intelligent microgrid controls and optimises the building's energy consumption.

As a result of our ambitious sustainability work, Citycon has once again received recognition for our efforts to reduce the greenhouse gas emissions by being named among Europe's Climate Leaders by Financial Times and Statista.

I am delighted that we have achieved an all-time record with 1,100 different community engagement events and

projects in our centres throughout the Nordics. These initiatives range from long-running cooperations with NGOs to donation events for families in need, and even sports events for youths. Our commitment to bringing people together is evident, and engaging with residents, organisations, and municipalities remains a crucial aspect of our sustainability strategy.

What are the main strategic sustainability targets for Citycon?

To underline our commitment to the long-term sustainability targets, we updated our sustainability strategy in May 2023. The updated sustainability strategy, now containing six focus areas, enables the company to work effectively on multiple areas towards its ambitious goals for 2030.

We have refined existing sustainability focus areas and introduced two new ones: *Sustainable value chain* and *Circularity & natural resources*. These targets underscore the inclusion of the entire value chain in our sustainability strategy. Moreover, they emphasise the need to preserve scarce natural resources and vulnerable biodiversity for future generations. Integrating these considerations into all our operations is essential to achieving our sustainability objectives.

For each focus area, we have established both long-term and short-term targets, providing a framework that can be regularly updated to ensure our continuous alignment with our objectives. In short, Citycon is committed to achieving zero carbon emissions from

“Sustainable value chain and Circularity & natural resources are our two new focus areas in the sustainability strategy.”

our building operations by 2030. Our centres are seamlessly integrated into the public transport systems of the cities where they are located, with well over half of our visitors arriving by foot, bike, public transport, or electric vehicles, effectively reducing the carbon emissions associated with our operations. Our centres are envisioned as urban hubs that bring people together for living, working, socialising and shopping. We are dedicated to fostering inclusivity within our working community and centres. To realise these goals, we are setting a standard of excellence by ensuring all our assets are environmentally certified, making best practices an integral part of our operations.

Have there been any changes in the reporting process during the year?

We have developed a data pipeline that facilitates the transmission of ESG data from our centres and other key data sources to our data warehouse, ensuring a

seamless flow of real-time data and providing the most accurate reports and KPI's, which further enables us to gain deeper understanding of our centres' ESG-related trends. This milestone represents a crucial step in future-proofing our data management architecture, enabling us to readily share our sustainability data with investors and tenants while upholding our commitment to transparency. Simultaneously, it positions us to navigate the volatility in energy markets and adhere to reporting standards such as CSRD (Corporate Sustainability Reporting Directive). Our advanced data management architecture exemplifies Citycon's role as a sustainability leader, showcasing our dedication to staying at the forefront of innovative and responsible business practices.

F. Scott Ball
CEO, Citycon Oyj



Sustainability key figures

 -93% Greenhouse gas intensity from baseline 2014 (kgCO ₂ e/sq.m.)	 -3% Decrease in total energy consumption from year 2022	 -93% Climate change impact from baseline 2014 (tCO ₂ e) Scope 1 & 2 emissions
 81%¹ BREEAM In-Use certified centres measured by fair value	 88% Share of centres having events or activities supporting youth, families or the elderly	 1,100 Community engagement events held
 100% Share of centres accessible by public transport	 4,606 Bicycle parking spaces	 100% Share of renewable electricity used for own consumption

¹ BREEAM In-Use certification ongoing in 8.8% of the centres measured by fair value, all remaining assets have obtained building-phase certification.

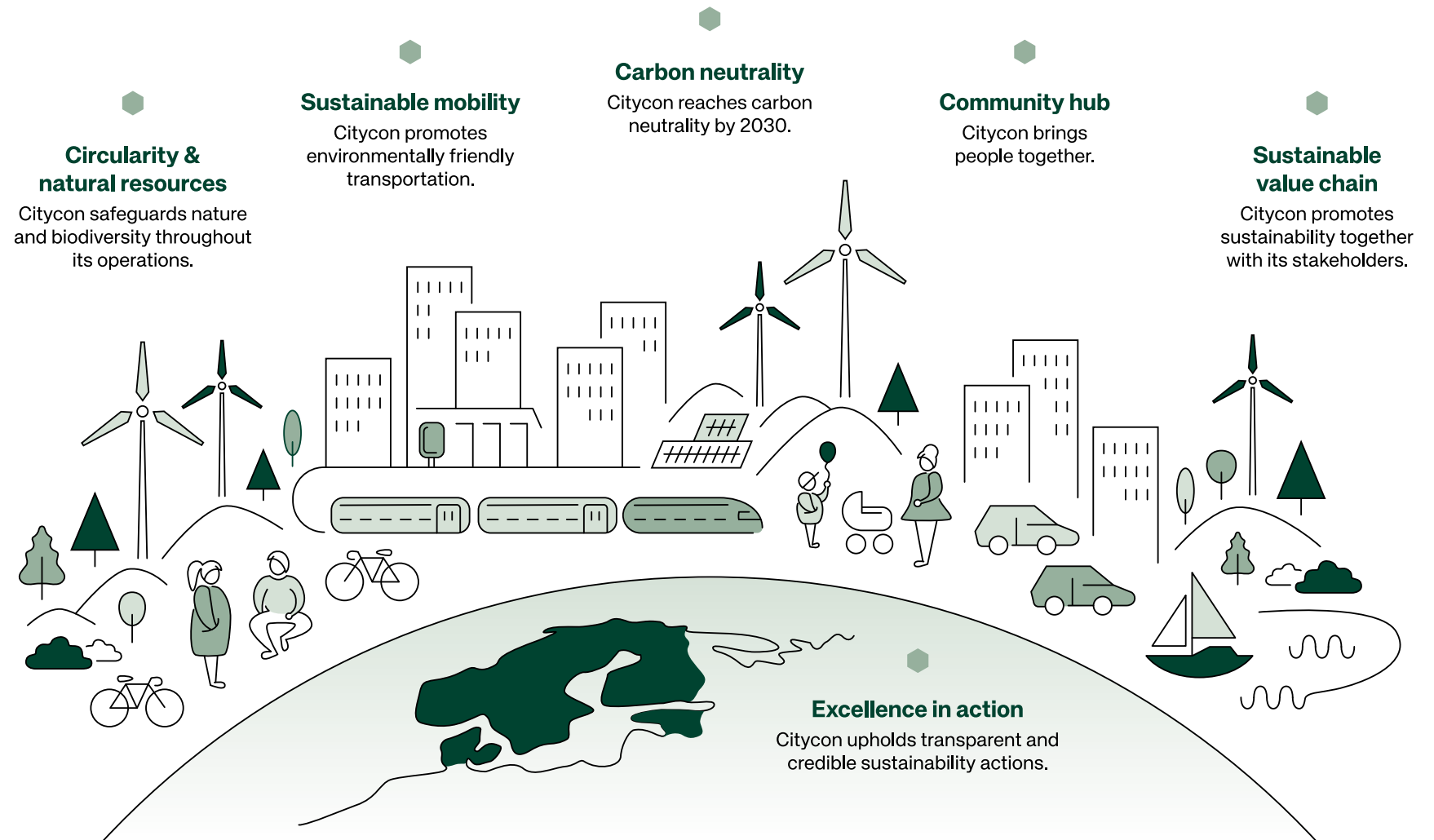


Sustainability focus areas

Goals of our sustainability strategy

With 140 million annual visitors and 33 centres in the Nordic region, Citycon has both a responsibility and an opportunity to have a positive impact on people, communities, and the environment.

In 2023, we updated our sustainability strategy, now encompassing 6 focus areas. We refined existing sustainability focus areas and introduced two new ones: Sustainable value chain and Circularity & natural resources. These targets underscore the inclusion of the entire value chain in our sustainability strategy.



→ **Read more**

Our full sustainability strategy is available online at www.citycon.com/sustainability/sustainability-strategy.

	Target 2024	Status 2023	Target achievement
Carbon neutrality 	All assets will produce renewable or recover energy for their own use by 2025.	60% of assets produced renewable or recovered energy.	
	Energy efficiency: By the end of 2027, Citycon will have decreased energy consumption per sq.m. by 10% from 2022 levels.	11% increase in weather-corrected energy consumption / gross area (m²) since 2022. (This was impacted by the change in the calculation of the weather-corrected district heating consumption).	
	Approximately 6% of net rental income will be budgeted yearly for value enhancing energy investments.	1% of NRI used for energy investments.	
Circularity & natural resources 	Water efficiency: Water efficiency is considered in all repair, refurbishment and development projects and low-water fixtures are always installed.	The Sustainable Procurement Policy sets a requirement for installing low-water fixtures in all new development and major renovation projects.	
	Minimizing waste: Decreasing the share of mixed waste that is sent to incineration in cooperation with tenants. All tenants have received waste management trainings. By 2026 material recycling rate is at least 80%.	Material recycling rate was 66%. 52% of centres have organized waste management trainings for tenants.	
Community hub 	Safety and wellbeing of each Citycon employee, customer and tenant is valued. Each Citycon employee, tenant and asset maintenance personnel working in the assets will receive safety training.	91% of centres have organised safety trainings for the centre staff and 79% of centres have organised safety trainings for the tenants.	
	Community engagement: 100% of centres will organise events and activities to increase the well-being of the local community, especially focusing on supporting youth, families and the elderly.	94% of centres had community engagement events.	
		88% of centres had events and activities supporting youth, families or the elderly.	

	Target 2024	Status 2023	Target achievement
Excellence in action 	Sustainability targets: Every employee of Citycon has a sustainability-linked target in their bonus criteria.	100% of employees had a sustainability-linked target in their bonus criteria.	
	Volunteering: Each employee of Citycon can use one workday per year for voluntary work.	All employees could use one workday per year for voluntary work under the concept “Charity day”.	
	Credibility: Citycon’s sustainability work is credible and certified through CDP reporting and BREEAM environmental certificates. All new development and major renovation projects will obtain a green building certification with minimum level of BREEAM Excellent or equivalent.	In 2023, we didn’t have new development or major renovation projects eligible to obtain a green building certification.	
	100% of asset will be BREEAM In-Use certified by year-end 2023 and achieve Very Good or better by 2026.	68% of assets BREEAM In-Use Very Good or Excellent certified.	
	Increasing capabilities: The sustainability network is strengthened throughout the organisation. Citycon appoints a sustainability ambassador in each function and provides sustainability training for all its employees.	Sustainability training is planned to be available in Q2/2024.	
Sustainable mobility 	Enabling EV uptake: All assets will offer electrical vehicle charging possibility for cars and bikes by year 2025.	85% of centres had EV and 15% of centres had EB charging.	
	Promoting active mobility: All assets will promote safe and easy access by pedestrians and cyclists. Different methods will be tested, and the best practices will be spread across all sites.	88% of centres had dedicated bicycle parking.	
Sustainable value chain 	Committed business partners: All subcontractors and tenants will commit to Citycon’s business code of conduct and ethical principles. Citycon engages with potential business partners to minimize sustainability risks.	100% of the new tenants have signed the business code of conduct in 2023.	
		69% of the new supplier contractors signed the business code of conduct in 2023.	
	Tenant commitment: All assets provide a sustainability guide and mandatory training for tenants. Citycon will include sustainability-specific requirements in the leasing contracts.	52% of assets organised sustainability information events for tenants.	

Carbon neutrality

Energy efficiency measures, smarter energy consumption and the use of renewable energy are at the core of our efforts on our path towards carbon neutrality.

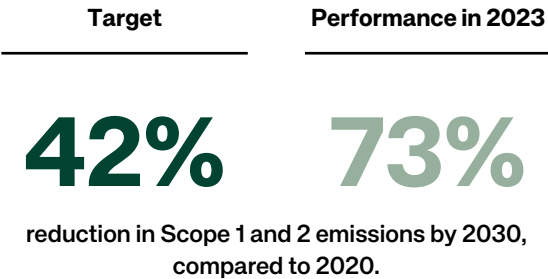
Citycon has set ambitious targets for emissions reductions. We are committed to a target verified by the Science Based Targets initiative to reduce emissions from our own operations (Scope 1 and 2) by 42% by 2030, compared to 2020 levels. All our new development and major renovation projects will also be carbon neutral in terms of energy consumption by 2030. Our main priorities are improving energy efficiency and investing in renewable energy production in our urban hubs.

We also aim to decrease the emissions that are indirectly related to our business (Scope 3). Since about 66% of our Scope 3 emissions come from visitor transportation alone, we are looking to increase the use of public transport and green mobility solutions near all our urban centres. Read more about our measures to improve sustainable access on [page 17](#). In 2023, we renewed our sustainability strategy, widened our focus areas and set strategic actions for the next seven years.

Energy efficiency and renewable energy solutions

To reach carbon neutrality by 2030, Citycon's most important strategic actions concern energy efficiency and investments in renewable energy production. Our

goal is that by the end of 2027, we will have decreased energy consumption per square metre by 10% from 2022 levels. Secondly, a part of our net rental income will be budgeted yearly for value enhancing energy investments. For example, with the help of buildings' technical management, we can adjust temperatures which in turn increases energy efficiency.



“At Citycon, we want to celebrate when our employees, tenants or stakeholders come up with great initiatives.”

The use of on-site solar and renewable energy is another important focus area for Citycon, and we aim to generate as much of it as we can in our own centres for heating and cooling. In 2023, Citycon had solar panels at nine out of 33 of its centres. Regarding the electricity that we cannot yet generate ourselves, 100% of the electricity we bought for both our own and our tenants' consumption was from renewable sources. By 2025, all Citycon's new development and major renovation projects will be carbon neutral in terms of energy consumption, and all our assets will produce renewable or recover energy for their own use.

Citycon's portfolio includes 33 assets from all stages of the life cycle. The diversity of our portfolio requires individualised assessments and customised solutions for our centres, also in the realm of energy efficiency solutions. In 2023, energy consumption at our premises decreased 3% and the amount of renewable heat and cooling produced on-site increased 23%. Energy intensity based on measured energy consumption in our centres and to gross area increased 1%. Technology is developing fast, and Citycon has the right tools, as well as a wide group of experts on energy efficiency with whom we are constantly in conversation. We are involved in various organisations and bodies in the field of energy efficiency where the latest procedures and technologies are reviewed.

Carbon neutrality tool in full use

Our carbon neutrality tool was piloted in 2022 and it has now been used widely in all our centres. The tool is integral in helping us to reach our carbon neutrality goals, since it records the energy consumption and CO₂ emissions of all our centres. It provides all the necessary calculations and estimates when comparing our energy efficiency investments and renewable energy projects. The tool has helped us prioritise the most effective measures.

Implementing the learnings of 2023

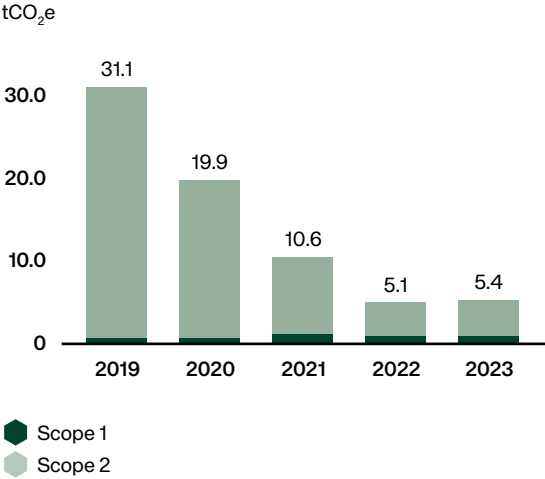
During 2023, we did a huge amount of legwork and research regarding, for example, energy efficiency, building maintenance technology, and the use of AI in improving those areas. In 2024, it is time to start implementing our learnings. We will keep investigating, creating, and developing the state-of-the-art tools and solutions to reach our targets, but now we have a clear idea of where to go next.

Carbon neutrality goals and targets consist of facts, data and energy investments. But none of the goals will be reached unless people care and are motivated to advance these issues. At Citycon, we also want to celebrate when our employees, tenants or stakeholders come up with great initiatives.

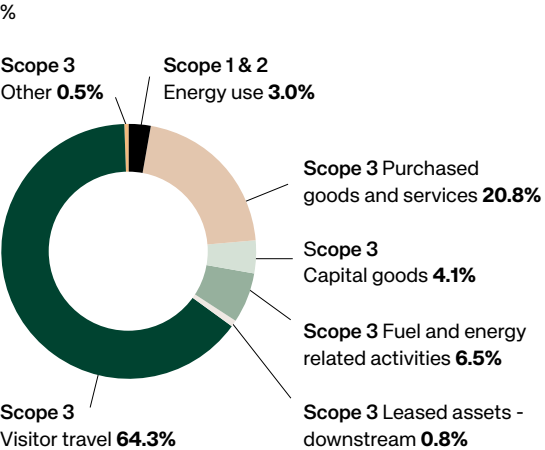
→ Read more

More information about our environmental sustainability performance can be found in the Sustainability reporting section on [pages 27–32](#).

Greenhouse gas emissions, Scope 1 and 2



Total greenhouse gas emissions, Scope 1, 2, 3



Utilising AI to optimise building automation

In 2022 and 2023, we piloted an AI based service to optimise the building automation in two of our centres. Due to our positive experiences, in 2024 we will introduce the AI service in several of our centres. Read more about how this AI based service improved energy efficiency and provided an optimal indoor climate.

→ Read more

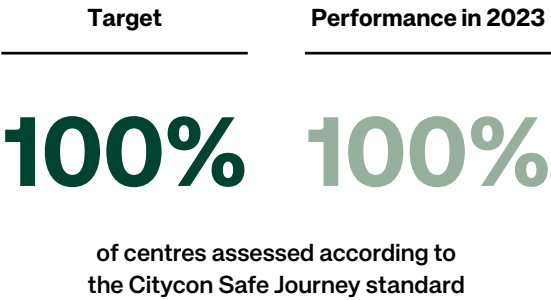


Community hub

Collaboration with tenants, alongside continuous action to improve both physical and psychological safety, are key to making Citycon’s personnel, tenants and visitors feel right at home in our centres.

At Citycon, we want to ensure that our 33 centres are safe, both physically and psychologically, as well as easy and pleasant to visit. We cooperate with our tenants daily, and continuously improve the experience of safety, hospitality, and a service-oriented mindset.

The location of our centres is essential to our sustainability strategy – we want to be where people naturally commute, and to ensure that our centres are accessible by public transport as well as with wheelchairs and other mobility aids. Our centres consist of not only grocery stores, restaurants, specialty stores, services, offices, and private healthcare companies, but also an increasing number of municipal services. They provide a natural meeting spot, where people can gather with friends and family, or enjoy community engagements, between running everyday errands. In 2023, we organised around 1,100 community engagement events, bringing together the elderly on many occasions, and other times young people. Often the events crossed different age groups, like ice hockey fans at the Kiekko Espoo fan event. Our goal regarding community engagement is that all centres organise events and activities to increase



“Citycon is dedicated to the protection of staff, tenants, visitors, and buildings.”

the well-being of the local community, especially focusing on supporting youth, families, and the elderly.

21% of our centres had youth-involvement projects in 2023. We collaborate with a youth-dedicated security guard, Noja (Nuorten oma järjestyksenvalvoja, a part of Nuorten Palvelu association's national services) in all the centres in Finland. The main goal for Noja is to strengthen the well-being, inclusion, equality, and safety of young people. Citycon's centres can offer spaces for use by local charities or NGOs for the benefit of the local community and the environment.

Also, we have internal Safe Journey audits in all our centres every year, where our internal safety criteria are reviewed. The results are monitored, and based on the results, measures are taken to improve them. We also have our own Head of Security, who is specifically responsible for safety matters, especially physical security.

Systematic development of safety processes and understanding of inclusion

Citycon is dedicated to the protection of staff, tenants, visitors, and buildings. As a company, we recognise our safety and security responsibilities, and we require that each business unit understands their responsibilities. For us, safety means that each employee, customer, and tenant is valued.

Safety and well-being start with taking care of our own employees and making sure they are equipped with the latest knowledge on fire safety, first aid, and crisis management. Citycon management and ODT (Operational Development Team) aims to ensure that the importance of an effective safety and security programme and related continual improvement are adequately communicated across all centres and their employees, through engaging the communications department as part of Risk and S&S committee procedures.

Each Citycon employee, tenant and asset maintenance personnel working with the assets will be offered safety training. We also have a team working on our shared understanding of inclusion and working on the best practices. In the autumn, we started working on our DEI goals and will continue the work in 2024.

ODT will also ensure that Citycon's safety and security-related processes and procedures are systematically developed according to the principles of continuous improvement and that roles and responsibilities related to the safety and security are communicated. These processes and procedures are designed: to always provide a safe environment for our customers and staff; to safeguard our property; and to have effective and advanced safety and security programmes in place to ensure that safety awareness and culture continues to grow.

Citycon engages with its stakeholders in various ways, ranging from information sharing and practical training to participative planning. We promote stakeholder dialogue with municipalities and other key stakeholders to build a robust and sustainable future.

94%

of our centres had
community engagement
events or programmes

1,100

events and community
engagement projects
held in our centres during 2023

→ **Read more**

More information about our ongoing dialogue with stakeholders can be found in the Sustainability reporting section on [page 25](#).

Housekeeping Week

Our service partners are crucial for the daily operations and success of our centres. In September 2023, Citycon's centres in Finland took part in the International Housekeeping Week (IHW). IHW is a week dedicated to recognising the contribution of the personnel taking care of our properties. Read more about the impactful week.

→ **Read more**



Excellence in action: Upholding transparency and credibility

Citycon continues to uphold transparency and credibility in all of its sustainability actions. For us, ‘Excellence in action’ means achieving our sustainability targets by implementing the best sustainability practices throughout the company.

Citycon enables its whole organisation to excel in sustainability by upholding both transparency and credibility in its sustainability actions. We follow a designated sustainability roadmap and monitor our success in achieving our targets.

We review our sustainability performance quarterly at a group level, which allows us to evaluate and adjust our projects and processes accordingly. In the day-to-day, we learn from each other and share the best sustainability actions and ideas across our functions and country borders.

Developing our sustainability data for transparency

Efficient data management plays a big role in our operations. It allows us to share data with our stakeholders, such as our tenants and investors. It is also crucial for making sure we meet the requirements of the CSRD (Corporate Sustainability Reporting Directive)

Target	Performance in 2023
100%	68%
of centres are BREEAM In-Use certified with a minimum level of “Very Good” or higher by year-end 2026.	
100%	81% ¹
of centres are BREEAM In-Use certified with a minimum level of “Good” or higher by year-end 2023.	

¹ BREEAM In-Use certification ongoing in 8.8% of the centres measured by fair value, all remaining assets have obtained building-phase certification.



and the EU taxonomy. Accurate data enables us and our stakeholders to better adjust to the tightening regulatory environment.

Citycon's sustainability data comes mainly from our centres and includes data concerning energy, water, heat, and waste, for example. The challenge has been that the data is collected from differing systems and comes in various formats which increases the need for manual labour in both gathering the data and aligning it.

We have worked for several years to develop our data management and automation. Automating our data gathering and aligning our data not only eases our workload but also enhances the quality of our data, increases the transparency across our organisation, and allows us to make informed decisions. In addition, the development enables us to monitor our sustainability data and its flow continuously.

2023 was the first year we were able to apply our progress and put it into practice. However, our work with developing our data management will continue. In the next few years, our goal is to streamline our data processes even further and integrate more systems into one platform. The results from 2023 will serve as a starting point for further improvements.

Embedding sustainability into our daily operations

All our employees also have a role to play in meeting our sustainability targets and contributing to those of our tenants and partners. We support our personnel in finding new ways of working in a more sustainable manner in their day-to-day work. To promote this, we have extended sustainability-linked personal targets to cover the entire Citycon personnel. All Citycon employees can also use one working day per year for volunteering.

“We have worked for several years to develop our data management and automation.”

It is important for us to increase the overall sustainability capabilities of our personnel. We have strengthened our sustainability network throughout our organisation by appointing a sustainability ambassador in each function. We have also organised sustainability trainings for our tenants, for example.

Our Code of Conduct is at the heart of everything we do. It reinforces our values and lays the foundation for our business operations. The Code of Conduct also applies to our employees and executives. Compliance to its principles is embedded in their contracts. In addition, the Code of Conduct is promoted annually in our company-wide trainings and awareness raising campaigns.

Citycon's whistleblowing channel allows our employees, stakeholders, business partners, suppliers, and other people affiliated with Citycon to raise concerns related to possible violations against our Code of Conduct. The channel is anonymous, and each report will be followed up with the appropriate procedure. The channel is open on both Citycon's intranet and public website.

Green building certifications enhance credibility

One way to enhance the credibility of sustainability work within the real estate industry is in securing green building certifications, such as BREEAM.

Citycon's target has been to have all new development projects and major renovation projects BREEAM certified, with a minimum level of “Excellent” or equivalent, and to have all our existing centres BREEAM In-Use certified by the end of 2023. By 2026, our target is to achieve the minimum level of Very Good in all our BREEAM In-Use certified centres.

At the end of 2023, the majority of our existing centres were BREEAM In-Use certified. Our target was not met because of slower than anticipated certification processes concerning some of our centres. All our new development projects were or will be certified.

By certifying our centres and conducting environmental impact assessments for most of our zoning activities and major projects, we aim to ensure the high quality and sustainability of our centres. The certification processes are carried out by our own staff so that we can, at the same time, develop our know-how of the best operating practices.

→ Read more

More information about how we make best practices the norm can be found in the Sustainability reporting section on [page 38](#).

Sustainability data development

The hundreds of meters in our centres produce a massive amount of sustainability data. Harmonizing and developing our processes, and integrating our data sources into a common interface that allows automation, has made our reporting easier and enhanced the quality of the data. Read more about the benefits of the project.

→ Read more



Sustainable mobility

Citycon promotes environmentally friendly mobility and sustainable access to our centres through close collaborations with municipalities. We can most significantly reduce the climate impact of our centres by increasing the use of public transportation, biking, and electric vehicles.

Citycon's centres are at the heart of urban communities and at public transportation nodes. Our goal is to seamlessly integrate our centres with the transport systems of the cities we operate in. We have already reached our long-term goal to have 100% of our assets connected to public transportation, thus encouraging greener ways to visit our centres. Currently, all our centres are accessible by bus, with most also being accessible by metro, train, tram, or city bike. By 2030, our aim is that the majority of our visitors will visit us via public transportation, foot, bicycle or electric vehicles (EVs). Currently, 59% of our visitors arrive at our centres without a car. Our goal is that all assets are accessible by public transport, and we provide electrical vehicle charging possibilities for cars and bikes by 2025.

We only invest in centres that are connected to public transport, and we try to enhance the connectivity in the centres we already own and develop. We strive to maintain high levels of accessibility for biking and walking, as well as to act as a service provider for EV-chargers and e-bike solutions. In 2023, there was a total of 494 EV charging points in our centres.

Target	Performance in 2023
100% of centres will offer charging facilities for electric vehicles (EV).	85% of centres have EV charging.
100% of centres will offer charging facilities for electric bikes (EB).	15% of centres have EB charging.



“Currently, 59% of our visitors arrive at our centres without a car.”

Collaborations for greener mobility

Citycon takes a proactive role in sustainable transport planning in close collaboration with municipalities and other stakeholders. We aim to drive project planning in a way that delivers practical and convenient solutions. All our centres and the immediate surroundings will promote safe and easy access for pedestrians and cyclists. Different methods will be tested, and the best practices will be spread across all sites. During construction, Citycon’s communication channels will aim to both engage and inform the public on the ongoing work, and its impacts on daily life and mobility.

A great example of our successful collaboration with municipalities has been in Bergen, Norway. There, a long-term collaboration since 2019 culminated in the opening of the light city rail and a new bus terminal in November 2022. After the second line of the light rail opened, Oasen saw a 25% increase in visitors in January 2023. In total, the increase was 14.3% in 2023 compared to the previous year.

In Iso Omena, Espoo, efforts to improve traffic arrangements have been made in collaboration with the surrounding community, including residents, local businesses, and other stakeholders. As the Matinkylä area has grown, the traffic infrastructure has faced challenges in keeping pace. Iso Omena serves as an important transportation hub, as the Matinkylä metro station and bus terminal are connected to the centre.

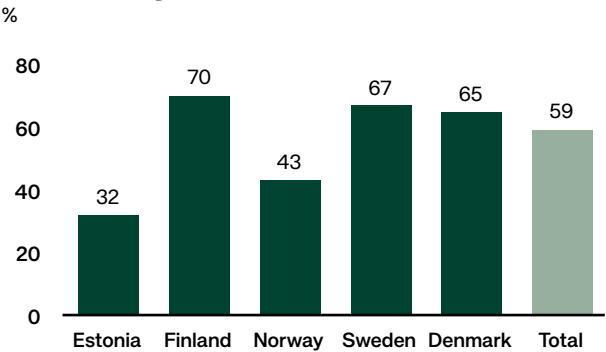
Iso Omena has proactively sought solutions together with the municipality, demonstrating a proactive approach rather than accepting the current situation, especially considering the anticipated further growth in the area.

Focusing on the future of green mobility

Reducing emissions is the primary goal when it comes to sustainable mobility. Since a large part of our emissions come from Scope 3 indirect emissions, we are constantly thinking about how people could commute to the centres more sustainably.

Public transport and green accessibility are also important when looking at Citycon’s carbon footprint. When considering the emissions that can be associated with Citycon’s business, both directly and indirectly, about 60% of the total carbon footprint comes from visitor transportation alone. That is where the most significant impact can also be found.

Share of visitors by public transport, foot, or bicycle



4,538

bike parking spots

66

e-bike chargers

494

EV-chargers

Light city rail

The new light rail line in Norway from downtown Bergen to Oasen in Fyllingsdalen supports the sustainable mobility of the whole neighbourhood. During 2023, the new line contributed to roughly 525,000 new visits to our centre Oasen. Read more about how the light city rail enhances green mobility in Bergen.

→ Read more



Sustainable value chain

We secure a sustainable value chain by collaborating with our stakeholders. All subcontractors and tenants commit to our Code of Conduct and ethical principles.

We can successfully run our business only when the collaboration with our suppliers, partners and tenants functions smoothly. Therefore, we strive to know each link of our value chain inside out and to constantly develop it. Recognising our own role in the chain is important because our requirements, and the impact we have, also help the industry evolve. It is crucial that environmental impacts are minimised throughout the value chain, for example with the support of life-cycle assessment (LCA) calculations, and that human rights violations are prevented. In 2023, we carried out a human rights impact assessment to assess human rights risks in Citycon's own operations and value chain.

Promoting sustainability together with our stakeholders

We carry out LCA calculations for all new development projects and major refurbishments with the aim of substantially decreasing the environmental impact

of buildings throughout their life cycle. Our goal is the building and renovation of infrastructure with minimal carbon emissions.

Our target is to engage with potential business partners to minimise sustainability risks together. We require subcontractors and tenants to follow the same principles and commit to our Code of Conduct. For procurement, Citycon follows common sustainability guidelines.

Human Rights Risk Assessment

Compliance with human rights is a fundamental part of Citycon's operations. We ensure the realisation of employees' rights by supporting the reconciliation of work and family life with extensive family leave and flexible hours, and by monitoring the gender, age, and salary distribution.

In spring 2023, we conducted an assessment on our human rights impact, which helps us to identify, assess and prioritise our actual and potential future human rights impacts. We have great interest in developing this area and we will continue the work to increase our understanding of human rights issues.

We are driven by our own sustainable development goals in relation to value chains, as well as by tightening legislation – the first of which is CSRD.

→ Read more

We conducted our first human rights impact assessment covering both our own operations and value chain.

“Compliance with human rights is a fundamental part of Citycon's operations.”



Circularity & natural resources

Citycon enables the reuse of construction materials and increases material circularity in our centres.

At Citycon, we approach circularity from two angles. Firstly, our focus is on maintaining our assets in good condition throughout their long-term life cycle. We develop our real-estate portfolio in such a way that the centres remain relevant for business for as long as possible. If we construct a new asset or do a major renovation, we are committed to conducting a circularity assessment.

Another perspective on circularity concerns Citycon's tenants: how we enable them to take part in advancing circularity through the centres' operations. In Stockholm, a four-year project, Useruse, is now halfway through, and in Iso Omena in Espoo, the Kieppi Second-Hand Market held its official opening in October. The goal in Espoo is to bring new circularity services to visitors, and to inspire consumers to reuse and repair their clothes and furniture. By 2025, Citycon will enable its tenants to reuse materials such as furniture, construction materials and displays.

Data management and material reuse

Citycon puts effort into waste management and the utilisation of data to make sure our practices are up to date. For example, our waste partner Remeo uses a sensor in the waste compactor that recognises when the containers are full. Emptying can be optimised, and unnecessary waste disposal transport can be reduced.

**“In 2023,
the material
recycling rate
was 66%.”**

All our tenants are offered waste management trainings. Our goal is that by 2026, our material recycling rate will be at least 80%. In 2023, the material recycling rate was 66%.

Citycon also aims to maximise the reuse of construction material. When Pikkulaiva, the temporary centre that replaced Lippulaiva in Espoo, was dismantled, all usable building technology and equipment were saved and used in other centres.

We have also integrated sustainability into our supplier contracts. By incorporating sustainability-criteria into procurements done during maintenance, repair, replacement, and refurbishment works in centres, Citycon aims to increase sustainability awareness, minimise the negative environmental impact of the property, and encourage the procurement of more sustainable products and services.

→ Read more

We promote circularity and support the sustainable use of natural resources.



Community events 2023

Citycon collaborates actively with local communities. During the year 2023, 94% of our centres conducted community engagement actions and 1,100 events were held in our centres. Here are some examples of our community events held in the centres this year.



Jakobsbergs Centrum, Sweden

Järfälla festival in Jakobsbergs Centrum

The Järfälla festival made a return in September after a few years' hiatus to celebrate Citycon's Jakobsbergs Centrum's 30th anniversary in Stockholm. The event was organised in close cooperation with the municipality, local associations, and businesses. The objective was to foster community spirit and ensure broader access to culture. The day featured various activities and performances, including music, pony rides, face painting, and street basketball.

Liljeholmstorget Galleria, Sweden

Liljeholmen's Winter Square event in Liljeholmstorget Galleria

Following the success of the annual Summer at the Square event, Liljeholmstorget Galleria, in collaboration with the City of Stockholm and local organisations, introduced a similar event before Christmas. Spanning three weeks, this new event aimed to unite the community in a festive celebration, featuring a diverse range of activities both within and outside the centre. This initiative endeavours to foster a safe, enjoyable, and sustainable neighbourhood.

Rocca al Mare, Estonia

World Cleanup Day in Rocca al Mare

The Rocca al Mare centre in Tallinn participated in the World Cleanup Day event in September 2023. During the day, the team tidied up the environment surrounding the Rocca al Mare centre and collected 1,650 litres of garbage. This included items such as food packaging, plastic and glass bottles, plastic bags, cosmetics, e-cigarettes, and smoking pipes. The aim of the event was to maintain cleanliness, creating a more welcoming area for everyone in the community to enjoy.



Finland and Norway

Raising awareness of the importance of pollinators

Citycon's centres have partnered with local beekeepers to offer homes for bees on the rooftops of six centres in Finland and four in Norway. These beehives serve not only as contributions to the local ecosystem but also foster community engagement. Bees on the centre roofs teach about the importance of bees for the environment and food production. This year, the bees produced nearly 700 kilograms of honey, which was harvested and delivered to restaurants and cafés in the centres where people can taste and enjoy it.

Iso Omena, Finland

Matinkylä traffic arrangement discussion in Iso Omena

Citycon hosted a discussion about the traffic situation in the Matinkylä area in the Iso Omena library. The traffic arrangements in the centre of Matinkylä in Espoo have caused problems for residents and businesses in the area for years. In the coming years, traffic will become more difficult, as Matinkylä and its surrounding areas are expected to grow by almost 30,000 inhabitants by 2050. The event aimed to address these challenges and explore potential solutions.



Trekanten, Norway

Reusing Halloween costumes in Trekanten

The Trekanten centre in Asker organised a Halloween costume reuse and exchange event for children. Families were invited to contribute by bringing in their gently-worn costumes, exchanging them for alternatives that their children had not previously worn. This initiative not only fostered a sense of community but also encouraged environmental responsibility by promoting the recycling and prolonged use of Halloween costumes, providing them with new homes. All surplus costumes were donated to the local Salvation Army.



Sustainability reporting

Materiality assessment

Our objective is to establish sustainable thinking and practices as integral components of our corporate culture. When defining our sustainability strategy and the scope of sustainability initiatives in Citycon, we strive to integrate sustainability into all facets of our operations. The assessment of the most important sustainability questions both for us and our key stakeholders enables us to focus on the issues that really matter. They are the cornerstones upon which we build our sustainability strategy.

We carried out a comprehensive materiality assessment in 2017 and 2018 through interviews with key stakeholder representatives, workshops, and a survey. The survey was distributed on social media and centre websites in Norway, Sweden, Finland, and Estonia. In 2022, as a part of our process for updating our sustainability strategy, we started by re-evaluating whether the previously defined material topics still were relevant. During 2022 we held several internal workshops and conducted stakeholder interviews with both external and internal stakeholders. We also carried out a benchmark study of our peers and companies from other industries to gain insights of sustainability trends as well as a more comprehensive picture of their sustainability status, goals and ambition levels.

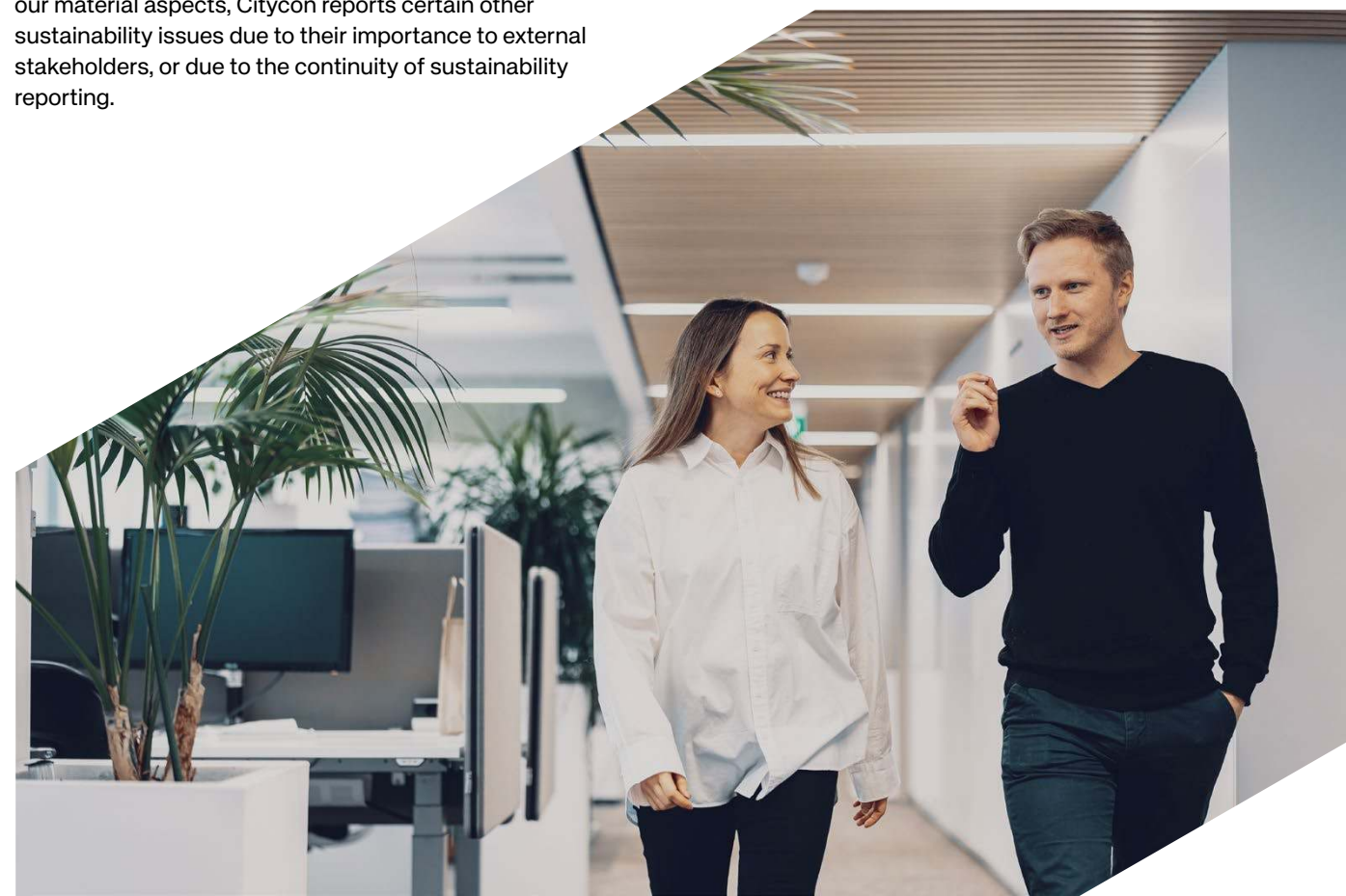
The materiality assessment of 2017–2018 established energy efficiency and carbon footprint, renewable energy use, convenience and safety, low-carbon transport, and building management as having the

most significance on sustainability in and around our centres. The result of the work conducted in 2022 shows that our material topics are still in the big picture relevant as our fundamental operating environment has remained stable despite the impact of the pandemic and Russia's invasion of Ukraine. We did, however, identify two new interlinked material topics that are now incorporated into the new sustainability strategy. These topics are Sustainable value chain and Circularity & natural resources. To be prepared to implement reporting according to Corporate Sustainability Reporting Directive (EU 2022/2464) we'll commit the double materiality assessment in 2024.

The results of our materiality assessment are presented in our priority matrix.

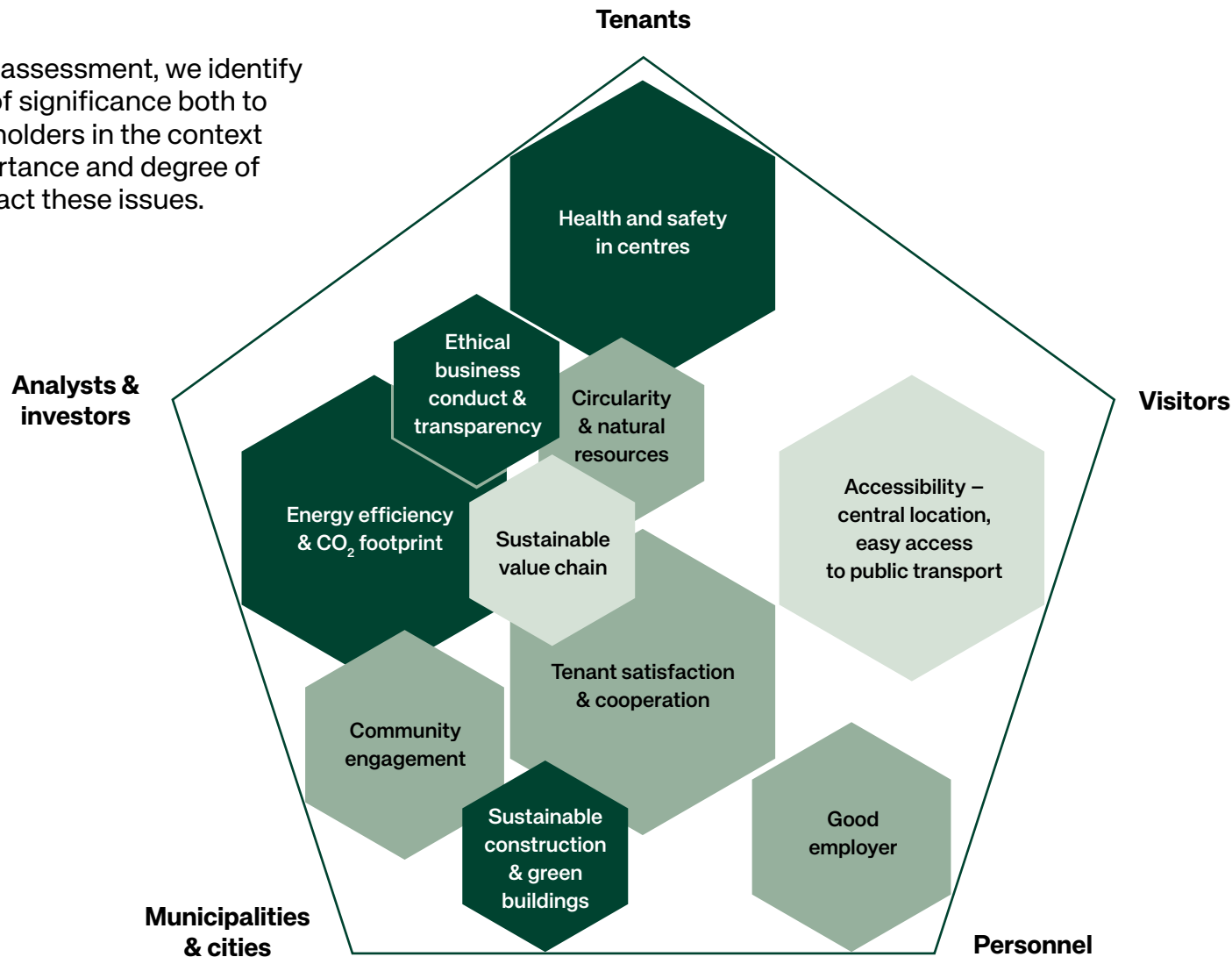
Our materiality assessment is based on positive and negative impacts on environmental and social issues through our operations and our value chain. The financial implications of these impacts have been considered when mapping the business importance of the issues. All items presented in the matrix are considered important. The positioning of each item takes the impact, as well as the current internal and external operating environments, into consideration. At Citycon, we acknowledge the need to strengthen our analysis of the interconnectedness between financial materiality and impact materiality as per the principle of double materiality.

Both the sustainability strategy and the priority matrix have been discussed and approved by Citycon's Corporate Management Committee. The GRI indicators presented in this report were selected based on the materiality assessment results. In addition to our material aspects, Citycon reports certain other sustainability issues due to their importance to external stakeholders, or due to the continuity of sustainability reporting.



Priority matrix

In our materiality assessment, we identify and rank issues of significance both to us and our stakeholders in the context of business importance and degree of possibility to impact these issues.



Material issues according to stakeholder groups

Tenants

- Health & safety
- Accessibility
- Recycling and waste management
- Community engagement

Personnel

- Good employer
- Tenant satisfaction
- Energy efficiency

Analysts & investors

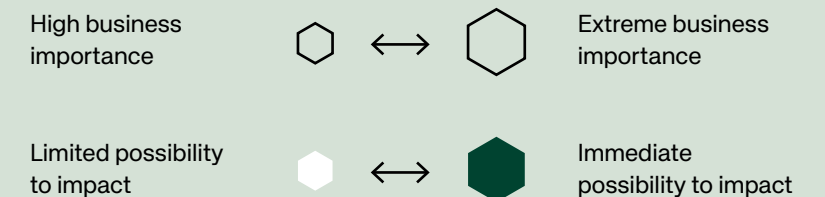
- Community engagement
- Energy efficiency & CO₂ footprint
- Ethical business conduct & transparency

Municipalities & cities

- Community engagement
- Energy efficiency & CO₂ footprint
- Accessibility

Visitors

- Accessibility
- Recycling and waste



Ongoing dialogue with stakeholders

At Citycon, we bring value to communities by developing urban hubs for living, working, socialising, and shopping. It is a priority for us to maintain cooperative relationships with local residents, our tenants, municipalities, shareholders, and visitors in and around our centres.

We strive to create long lasting relationships with municipalities and a continuous dialogue with the communities we operate in. Our daily operations include several ways of listening to our stakeholders: from receiving and responding to customer feedback to engaging with local people in connection with (re)development projects and topical issues in the communities in which we operate.

Citycon maintains an active and continuous dialogue with capital market participants from domestic retail investors to international institutional investors, as well as sell-side analysts. Citycon aims at open and continuous communication with the capital markets through stock exchange releases and financial and other regulatory reporting. In addition, the company conducts more personal discussions with capital markets through meetings and calls with management and Investor Relations and by participating and arranging investor conferences and roadshows, Annual General Meetings, and Capital Markets Days. Citycon's Investor Relations function coordinates all capital market-related activities with the primary task of ensuring that capital markets have always correct and sufficient information to determine the value of the share. In 2023, Citycon met

over 90 institutional investors in several conferences and roadshows in Europe and the US and participated in numerous events targeted for domestic retail investors. Citycon also maintained an active dialogue with sell-side analysts throughout the year.

During the year we provided our stakeholders with in-depth sustainability information through our Sustainability Accounts, as well as participated in the CDP, ISS-Oekom and MSCI sustainability ratings, among others. We also interacted with industry associations and NGOs in different projects and forums through, for example, EPRA (European Public Real Estate Association), FIGBC (Green Building Council Finland), FCSC (Finnish Council of Shopping Centres), NCSC (Nordic Commercial Spaces and Communities), ICSC (International Council of Shopping Centres), and the youth work organisations Nuorten Palvelu ry and Lif Laga.

Engagement with local communities

Our goal is to make our centres true community hubs where people meet their friends and spend time with their family. Each year, a variety of events and projects are organised, including community engagement initiatives, to support the local communities where we operate. In 2023, there were 1,100 events and community engagement projects organised throughout our centres in Finland, Norway, Sweden, Estonia, and Denmark. These span from arts to music festivals and sports events in and around our centres. During the

year, 94% of our centres implemented community engagement events or programmes. We also offered 257 different spaces for local community events free of charge.

One of our focus areas is to cooperate and engage with youth and children in our centres. Our activities range from long-running cooperation with NGOs to events organised together with schools, vocational schools, and the municipality, including sustainability and sports-themed events for children and youth. At Stovner Senter in Oslo, Norway, we continued the valuable collaboration with Lif Laga. In 2023, Lif Laga upgraded to new premises on the centre's second floor, enhancing both their presence and the customer experience. Complementing this, the centre's green spaces have been enhanced by planting additional apple trees on the centre roof, nurturing a more vibrant and eco-friendlier environment. Furthermore, our close partnership with the Oslo municipality and local community enabled us to engage six young individuals facing health challenges. Employed by the municipality, their commendable efforts significantly contribute to maintaining the cleanliness in the centre, exemplifying our commitment to community engagement.

In Finland, we continued our cooperation with Nuorten Palvelu throughout our centres to strengthen the well-being, inclusion, safety, and equality of young people spending their time in and around our centres. In Kista Galleria, Sweden, we organised the fourteenth edition

“It is a priority for us to maintain cooperative relationships with local residents, our tenants, municipalities, shareholders, and visitors.”

of the Kistaloppet running event in partnership with Running Academy's #RUN4ZERO initiative, which promotes equal health and encourages increased physical activity. Families with children are an important visitor group for all our centres. In Sweden, we have therefore started a “Kids Club” – a new initiative for families with children. The club was launched in three of our centres in Sweden, attracting families with kids to enjoy their weekends with fun activities such as face painting.

During the year, we have cooperated with local communities and municipalities in many ways to advance our relationships around sustainability, safety, and community development. For example, in Kista Galleria, Stockholm, Artikel2 opened a new second-hand store in the centre where visitors can find everything from clothes and furniture to gadgets and toys. Artikel2 is a non-profit organisation that, through second-hand sales, works for peace, human rights and sustainable development. The Kista store also enables Artikel2 to involve more people in job training, as part of their efforts to contribute to a more inclusive labour market.

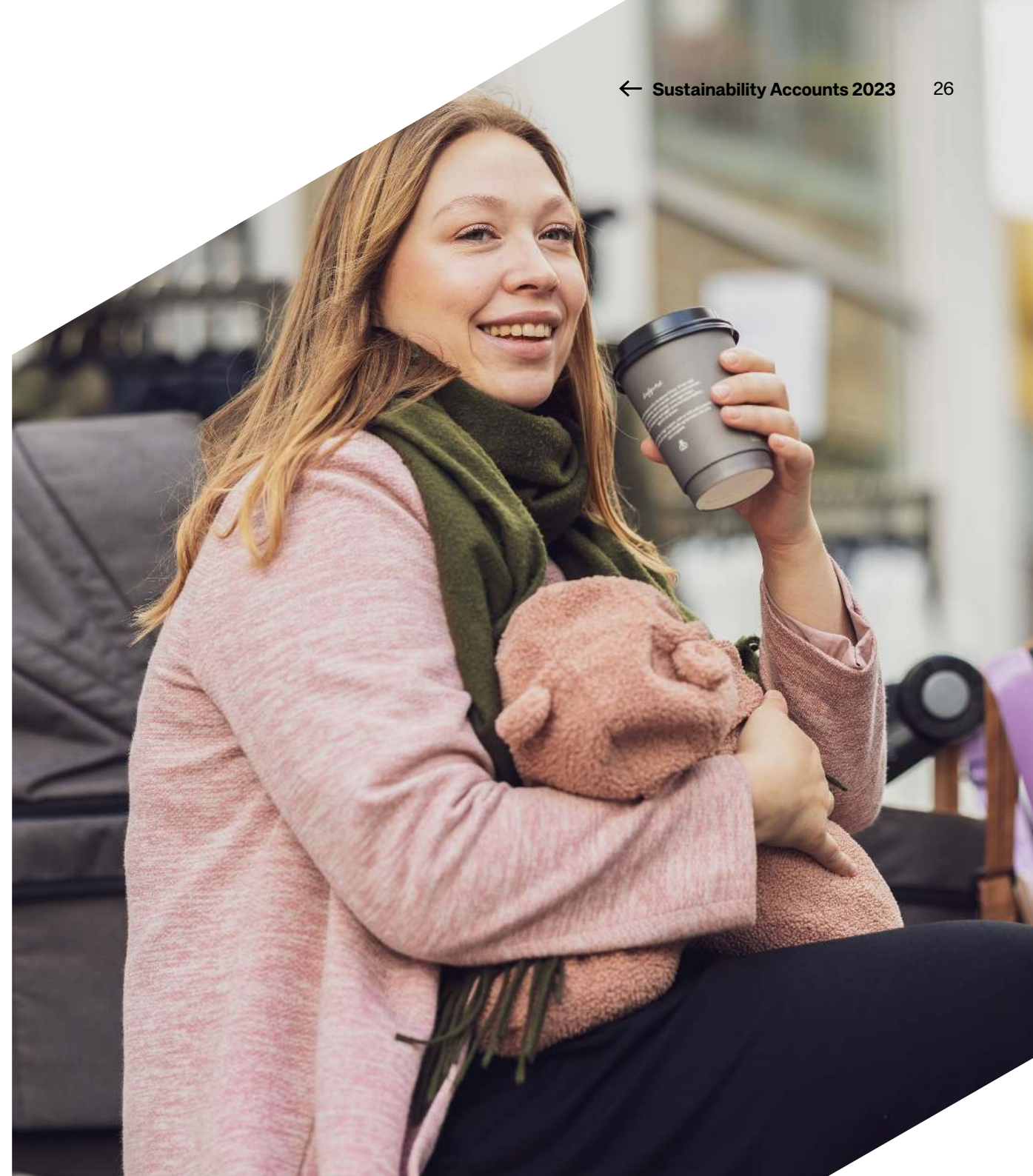
In Trekanten in Asker, we opened a municipal second-hand store and organised Askerdagen to celebrate the local area. In Lippulaiva in Espoo, we organised a sustainability week with several sustainability-themed activities, such as a recycling point for old goods and a tasting of honey produced by the centre's own bees. The Rocca al Mare centre in Tallinn participated in the World Cleanup Day event. During the day, the team tidied up the environment surrounding the Rocca al Mare centre and collected 1,650 litres of garbage. At Stenungstorg in Stockholm, we organised a recycling day together with the municipality. In Kista Galleria, we continued our collaborative initiative focusing on the future of Kista bringing together all of Kista's development actors twice a year and organised a Kista safety day.

During the year, our centres also hosted numerous donation events to support families in need. For example, in Finland we cooperated with Hope, the nationwide charity organisation for families. At the end of the year, we continued and expanded the "Wishing trees"-concept. They are collaborative projects between Citycon's centres and local voluntary organisations that have collected gift wishes from families who need

"We have cooperated with local communities and municipalities to advance our relationships around sustainability, safety, and community development."

support for Christmas. During Christmas time, we had wishing trees in several centres in Norway and Finland. In Lippulaiva, The Ukrainian Association in Finland operates a Help Center through which assistance is provided to Ukrainians.

Citycon does not endorse the activities of any political party or group, but our centres can be used by political parties to host election campaign events, subject to standard leasing terms. It is part of our cooperation with the community to engage in open dialogue with regional decision makers and officials in our centre's neighbourhoods. In connection with the zoning and planning of our development projects, our representatives participate in meetings with municipal political bodies. Citycon also participates in informational meetings with the residents concerning the planning and zoning of our development projects together with municipal authorities. With these activities, we want to increase and facilitate interaction with the local community and openly share information about our development projects with residents.



Environmental sustainability

Energy efficiency and carbon footprint

Citycon is committed to becoming carbon neutral by 2030 and has set Science Based Targets for its emissions reductions. To reach these targets, our focus is on energy efficiency measures, increasing our own renewable energy production, increasing the share of carbon neutral energy purchased and cooperating with our tenants on energy conservation. We are also an active signatory of the World Green Building Association's Net Zero Carbon Buildings Commitment that challenges construction and real estate companies and cities to work towards the carbon neutral use of energy at their properties by 2030. In 2023, Citycon was acknowledged as one of Europe's Climate Leader companies for the third consecutive year by Financial Times and the German research company Statista. Read more about our ambition and actions on [pages 8–10](#).

We have recognised physical and transitional climate change as a key sustainability-related risk for the company. These risks are managed at a group level through our sustainability strategy and its short-term strategic goals. On an asset level climate change-related risks are managed through long-term planning and systematic maintenance and energy efficiency audits carried out at regular intervals. Citycon has carried out climate-risk assessments at four of its centres. More in-depth descriptions of risks can be found in the enterprise [risk management report](#).

The energy consumption in Citycon's properties is mostly indirect consumption (i.e., procured energy). In 2023, 100% of the electricity bought for both our own and our tenants' consumption was green. Only two of our centres are heated by fuels. This fuel usage is reported as direct energy consumption.

In 2023, we produced 13,865 MWh of onsite renewable energy at our solar, geothermal, and hydrothermal powerplants, which was a 17% increase compared to last year. We use geothermal energy in Lippulaiva and hydrothermal energy in Koskikeskus. We have solar power plants on the rooftop of nine of our centres.

Citycon's weather-corrected building energy intensity per gross area increased by 11% and total energy consumption decreased by 3% compared to the previous year. The energy intensity per visitor decreased by 2% from previous year. Our improved ESG data management has had an impact on the energy figures. It enables us to collect data more accurately. Therefore, all the figures are not fully comparable to the previous years. We need to further our efforts in energy efficiency to achieve our target of increasing our energy efficiency by 10% from 2022 levels by 2027.

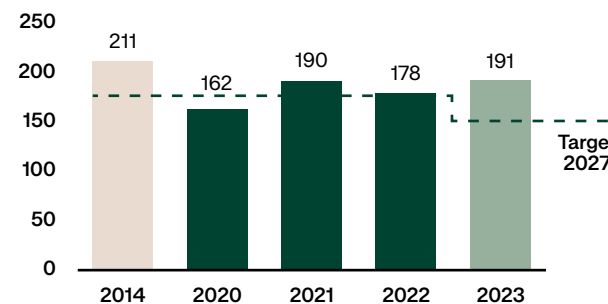
Our total Scope 1 and 2 greenhouse gas emissions increased by 6% but the emissions intensity of our properties stayed the same compared to the year

2022. The figures are impacted by 8% increase in the use of district heating as well as improved data collection.

Our Scope 3 emissions are dominated by visitor travel activities. In 2023, our Scope 3 emissions decreased by 18% compared to the year 2022 emissions. This was mainly due to the impact of the Lippulaiva opening in 2022 and the change of the emission factors used.

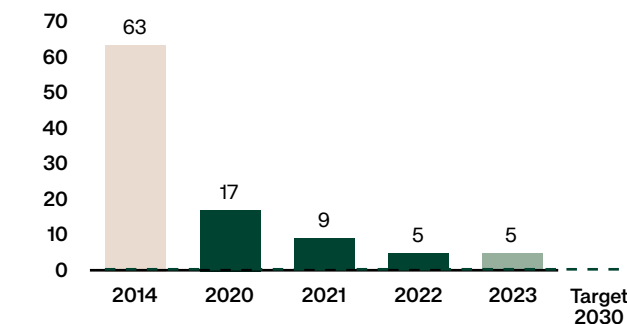
Energy intensity in centres

(Baseline corrected, kWh/sq.m)



Greenhouse gas intensity from building energy

(Baseline corrected, kgCO₂e/sq.m)



Total energy consumption (302-1, CRE1)¹

MWh	2023	2022	2021	2020	2019	2018	%, 2022–2023	GRI Standards	EPRA CODE
Electricity in common areas	96,439	107,580	106,880	106,902	110,568	119,353	-10%	302-1	Elec-Abs
Tenants' electricity purchased by landlord ²	60,897	61,725	60,911	61,966	63,331	66,961	-1%	302-1	Elec-Abs
Total electricity consumption in premises	157,336	169,305	167,791	168,868	173,900	186,315	-7%	302-1	Elec-Abs
Electricity consumption in Citycon's offices ⁶	24	28	33	45	59	58	-13%	302-1	Elec-Abs, own office
Non-renewable electricity in premises	-	0	0	31,800	37,310	44,860	-	302-1	Elec-Abs
On-site solar electricity	1,728	1,903	1,470	1,728			-9%		
Renewable electricity in premises	157,336	169,305	167,791	137,023	136,531	141,397	-7%	302-1	Elec-Abs
District heating ³	73,328	68,166	90,855	76,340	84,704	95,303	8%	302-1	DH&C-Abs
Weather corrected district heating ⁹	98,343	75,268	96,339	96,771	93,915	102,132	31%		
District cooling ³	8,051	8,452	8,563	7,474	8,786	11,974	-5%	302-1	DH&C-Abs
On-site renewable heating & cooling	12,137	9,908	5,388	6,445			23%		
Direct energy consumption									
Fuels ⁷	7,625	7,480	7,325	4,408	3,505	3,408	2%	302-1	Fuels-Abs
Fuels like-for-like ⁷	7,600	7,480	7,325			-	2%		Fuels-lfl
Total energy consumption in premises ¹⁰	246,340	253,403	274,533	257,090	270,894	296,999	-3%	302-1	

Energy intensity indicators⁴

MWh	Unit	2023	2022	2021	2020	2019	2018	%, 2022–2023	GRI Standards	EPRA CODE
Building energy intensity shopping centres per GLA	kWh/sq.m.	168	171	186	146	181	194	-2%	CRE1	Energy-Int
Building energy intensity shopping centres per gross area	kWh/sq.m.	97	96	104	87	109	119	1%	CRE1	Energy-Int
Building energy intensity shopping centres ⁵	kWh/visitor	1.42	1.45	1.72	1.47	1.29	1.36	-2%	CRE1	Energy-Int
Building energy intensity other retail properties	kWh/sq.m.	-		-	-	-	-		CRE1	Energy-Int
Weather-corrected building energy intensity shopping centres per GLA ⁸	kWh/sq.m.	191	178	190	162	189	202	8%	CRE1	Energy-Int
Weather-corrected building energy intensity shopping centres per gross area ⁸	kWh/sq.m.	110	99	107	96	109	112	11%	CRE1	Energy-Int

The coverage of energy and associated GHG disclosure is 97% of GLA under operative control. The figures are based on measured consumption, estimates are not used.

¹ Citycon's reported energy consumption covers shopping centres and other retail properties where Citycon's share of ownership is at least 50% and where Citycon has operational control. Kista Galleria's environmental data is included in its entirety.

² Citycon also reports the tenants' electricity consumption in cases where Citycon is responsible for electricity procurement. When energy procurement is on tenant's responsibility, it has been excluded from reporting.

³ Energy used for heating and cooling is reported in its entirety.

⁴ In terms of intensity figures, Citycon has limited the reported electricity consumption to common areas, where it can directly influence. This includes the electricity used for general lighting, ventilation and cooling, as well as lifts and escalators and other building technical systems.

⁵ Excluding shopping centres where amount of visitors is not collected. In 2023 these were Oasen kontoreiendom, Kongssenteret Vest, Isomyyri and Heikintori.

⁶ The reported consumption includes Citycon Norway office 2018–2023. Other offices, including the Head office are integrated into shopping centres. Heating, water and waste in Norway office is excluded from reporting as they are included in the rent and not reported separately to Citycon.

⁷ Fuels include oil, natural gas and biofuel.

⁸ The intensity is calculated with weather corrected heating consumption.

⁹ For 2023 figure the calculation method for the weather corrected district heating is harmonized between centres. Therefore, the 2023 figure is not fully comparable to the previous years figures.

¹⁰ Calculation method has been changed from year 2022 and on-site renewable heating & cooling is not included to the Total energy consumption in premises figures. Reference figures for the 2020–2022 have been re-calculated.

Energy consumption by property type, like-for-like (EPRA Elec-LfL & DH&C-LfL)

	MWh	2023	2022	2021	2020	2019	%, 2022–2023
Shopping Centres	Electricity in common areas	74,613	77,986	77,907			-4.3
	On-site solar electricity	1,326	772	562			71.8
	District heat	59,068	54,910	68,818			7.6
	District cooling	8,051	8,452	8,563			-4.7
	On-site renewable heating & cooling	0	691	1,060			
	Total energy consumption in like-for-like shopping centres ¹	149,331	148,828	162,613			0.3

Energy consumption by business area (EPRA Elec-Abs & DH&C-Abs)

	MWh	2023	2022	2021	2020	2019	%, 2022–2023	%, 2019–2023
Finland	Electricity in common areas ²	37,751	37,650	35,335	35,349	36,805	0.3	2.6
	District heat	43,404	44,331	56,972	43,185	50,266	-2.1	-13.7
	Total energy consumption ¹	84,297	91,500	96,044	81,823	90,596	-7.9	-7.0
	Total energy consumption in like-for-like shopping centres ¹	60,393	63,514	70,514			-4.9	
Norway	Electricity in common areas ²	31,838	40,032	41,444	39,786	36,819	-20.5	-13.5
	District heat	6,261	5,642	6,710	4,135	4,777	11.0	31.1
	Total energy consumption ¹	44,071	51,520	52,753	45,795	42,119	-14.5	4.6
	Total energy consumption in like-for-like shopping centres ¹	41,144	40,560	39,746			1.4	
Sweden	Electricity in common areas ²	20,800	22,369	22,920	25,128	25,667	-7.0	-19.0
	District heat	20,405	14,606	23,201	25,425	26,183	39.7	-22.1
	Total energy consumption ¹	45,774	45,398	50,544	54,319	56,682	0.8	-19.2
	Total energy consumption in like-for-like shopping centres ¹	36,443	32,044	35,506			13.7	
Estonia	Electricity in common areas ²	6,051	7,529	7,181	6,639	11,278	-19.6	-46.3
	District heat	3,259	3,588	4,062	3,595	3,478	-9.2	-6.3
	Total energy consumption ¹	11,376	13,168	14,281	13,188	18,165	-13.6	-37.4
	Total energy consumption in like-for-like shopping centres ¹	11,352	12,711	16,847			-10.7	

¹ Total energy consumption incl. electricity in common areas, heating, cooling and fuels.

² Increased tenant submetering and effects from covid-restrictions cause the decrease in common area electricity consumption.

Greenhouse gas emissions by scopes (GRI 305-1, GRI 305-2, GRI 305-3, EPRA GHG-Dir-Abs, DHG-Indir-Abs)

tCO ₂ e	2023	2022	2021	2020	2019	%, 2022–2023	%, 2019–2023
Scope 1, direct	1,050	1,075	1,242	588	679	-2	55
Scope 2, indirect, market-based	4,375	4,032	9,363	19,317	30,443	8	-86
Scope 2, indirect, location-based	27,193	28,039	31,618	33,549	42,568	-3	-36
Scope 3, indirect ¹	172,700	209,471	170,243	222,734	1,574	-18	10,870
Total (Market-based)	178,124	214,578	180,848	242,639	32,696	-17	445

¹ Citycon Scope 3 calculation method has been changed from year 2020 onwards. New calculation method covers Citycon's Scope 3 emissions more comprehensively than previously. In 2021, system change caused some changes in emissions calculation data sources, and thus, the figures are not comparable between years 2020–2021.

Greenhouse gas emissions by scopes in like-for-like properties

tCO ₂ e	2023	2022	2021	%, 2022–2023
Scope 1, direct	1,050	1,075	1,242	-2
Scope 2, indirect	2,834	2,642	9,325	7
Scope 3, indirect	132,992	157,509	125,038	-16
Total	136,875	161,226	135,605	-15

Total energy-related greenhouse gas emissions in properties (GRI 305-1, GRI 305-2, EPRA GHG-Dir-Abs)

tCO ₂ e	2023	2022	2021	2020	2019	%, 2022–2023	%, 2019–2023
Electricity in common areas (Scope 2)	0	0	0	0	0	-	-
Tenants' electricity supplied by the landlord ² (Scope 2)	0	0	0	13,104	19,743	-	-100
Electricity in Citycon offices (Scope 2)	0	0	0	0	0	-	-
District heat and cooling (Scope 2)	4,375	4,032	9,363	6,213	10,701	8	-59
Fuels (Scope 1)	1,043	1,075	1,242	588	679	-3	54
Total	5,418	5,108	10,605	19,905	31,122	6	-83

² Citycon also reports emissions from tenants' electricity consumption in cases where Citycon is responsible for electricity procurement. When energy procurement is on tenant's responsibility, it has been excluded from reporting.

Total indirect greenhouse gas emissions (Scope 3) (GRI 305-3, EPRA GHG-Indir-Abs)

tCO ₂ e	2023	2022	2021	%, 2022–2023
Purchased goods and services (category 1)	37,055	29,109	23,671	27
Capital goods (category 2)	7,366	38,912	6,177	-81
Fuel and energy related activities (category 3)	11,515	13,382	13,352	-14
Waste generated in operations (category 5)	376	559	572	-33
Business travel (category 6)	320	273	209	17
Employee commuting (category 7)	133	138	138	-4
Leased assets - downstream (category 13)	1,355	11,945	13,862	-89
Visitor travel (other downstream emissions)	114,579	115,152	112,262	0
Total	172,700	209,471	170,243	-18

The coverage of Scope 3 emissions includes emissions from our operations in Denmark. Danish indirect emissions are based on estimates.

Like-for-like total direct and indirect greenhouse gas emissions

tCO ₂ e	2023	2022	2021	%, 2022–2023
Electricity in common areas	0	0	0	-
Tenants' electricity supplied by the landlord ³	0	0	0	-
Heating and cooling (including fuels)	3,884	3,717	10,568	4
Total	3,884	3,717	10,568	4

³ Citycon also reports emissions from tenants' electricity consumption in cases where Citycon is responsible for electricity procurement. When energy procurement is on tenant's responsibility, it has been excluded from reporting.

Greenhouse gas intensity from building energy (CRE3, EPRA GHG-Int)

	2023	2022	2021	2020	2019	%, 2022–2023	%, 2019–2023
Building greenhouse gas intensity per GLA, kgCO ₂ e/sq.m.	5	5	9	17	28	0	-82
Building greenhouse gas intensity per gross area, kgCO ₂ e/sq.m.	3	3	5	10	16	0	-81
Building greenhouse gas intensity, kgCO ₂ e/visitor	0.04	0.04	0.08	0.15	0.21	0	-81

The coverage of Energy and associated GHG disclosure is 97% of GLA under operative control.
For Scope 2 emissions, Citycon uses market-based emission factors. Location based emission factors are used only where clearly stated.
Biogenic Scope 3 emissions have not been assessed.

Properties’ greenhouse gas emissions by scope and business area (EPRA GHG-Dir-Abs, GHG-Indir-Abs, GHG-Int)

MWh		2023	2022	2021	2020	2019	%, 2022–2023	%, 2019–2023
Finland	Scope 1, direct, tCO ₂ e	0	0	0	0	0		
	Scope 2, indirect, tCO ₂ e	2,517	2,184	6,277	7,671	12,901	15	-80
	Scope 3, indirect ¹ , tCO ₂ e	50,539	80,392	44,012	62,131	231	-37	
	Building greenhouse gas intensity ² , kgCO ₂ e/sq.m.	7	7	20	25	41	-2	-83
Norway	Scope 1, direct, tCO ₂ e	633	667	620	0	0	-5	
	Scope 2, indirect, tCO ₂ e	124	182	211	137	156	-32	-21
	Scope 3, indirect ¹ , tCO ₂ e	51,549	64,162	72,429	81,491	207	-20	
	Building greenhouse gas intensity ² , kgCO ₂ e/sq.m.	2	2	2	1	1	4	131
Sweden	Scope 1, direct, tCO ₂ e	0	0	0	0	0		
	Scope 2, indirect, tCO ₂ e	1,024	885	1,347	1,277	1,729	16	-41
	Scope 3, indirect ¹ , tCO ₂ e	40,284	31,774	24,920	45,030	290	27	
	Building greenhouse gas intensity ² , kgCO ₂ e/sq.m.	4	4	5	5	6	-4	-38
Estonia	Scope 1, direct, tCO ₂ e	410	408	623	588	679	0	-40
	Scope 2, indirect, tCO ₂ e	710	781	885	10,233	15,642	-9	-95
	Scope 3, indirect ¹ , tCO ₂ e	25,995	26,963	22,092	26,277	54	-4	
	Building greenhouse gas intensity ² , kgCO ₂ e/sq.m.	11	12	21	106	161	-10	-93

¹ Citycon Scope 3 calculation method has been changed from year 2020 onwards. New calculation method covers Citycon’s Scope 3 emissions more comprehensively than previously. In 2021, system change caused some changes in emissions calculation data sources, and thus, the figures are not comparable between years 2020–2021.

² In the calculation of greenhouse gas intensity, the numerator corresponds to emissions from electricity in common areas, Tenants’ electricity supplied by the landlord, district heating and cooling as well as emissions from waste water and waste.

Waste and water management

The total volume of waste generated, and the types of waste produced in our centres, is directly dependent on the sales of our tenants and purchases of our visitors. Citycon can support and encourage our tenants to work efficiently with waste management, even though the overall waste volume is mainly influenced by our tenants. Water use in our centres is similarly affected primarily by the activity of our tenants and visitors. As a landlord, Citycon can impact the water use by installing low-water use fixtures and encouraging tenants to save water when possible.

Citycon’s Environmental Policy guides the day-to-day management of energy, waste, and water consumption at our centres. The Environmental Policy sets targets for the water use per visitor, material recycling rate and landfill waste for all centres. It also describes procedures for effective recycling and water management, such as waste fractions to be sorted, ongoing tenant information on recycling, replacement of water appliances and fittings to low water use equivalents in all refurbishment and repair projects. Similarly, all centres adhere to our Sustainable Procurement Policy that sets minimum environmental criteria for certain products (e.g. water fixtures, wood and wood-based materials) and selection criteria for all other products purchased for the properties. Together, these policies aim to ensure that recycling, waste handling and water is managed efficiently at the centres. Property waste management and sorting in Citycon’s properties is always organised in accordance with country-specific waste legislation and other local regulations.

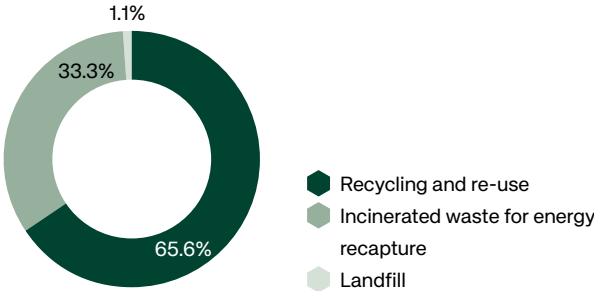
We provide our tenants with online training for recycling and have a dedicated recycling coordinator in the majority of our centres to give our tenants practical advice on recycling, reusing, and waste management.

Citycon is involved in the Usereuse project via Liljeholmstorget Galleria in Sweden, called ‘System for a reuse industry – a transition pathway’, together with the Swedish Environmental Research Institute IVL. The project was granted funding for four years in 2021, and the long-term goal is to create and facilitate infrastructure for reuse, and to make reuse the norm. During 2023, there have been a few workshops, developing the project as well as engaging tenants in Liljeholmstorget to take part in the project.

During 2023, Citycon’s total water consumption increased by 2.3% and water intensity per visitor increased by 6.2% compared to the previous year. Water consumption per visitor in like-for-like centres was 4.8 litres, an increase of 9.7% compared to the previous year. The recycling rate in our centres remained at the same level of 99%. The total amount of waste generated in our centres decreased by 12.9%. In like-for-like centres, the decrease was 9.5%.

Citycon does not operate in areas that are under water stress, and our centres are not significant water users. All water used in our centres comes from municipal waterworks and all water is treated at municipal water treatment plants. Hence, Citycon does not currently see water use or discharge in our centres as a significant environmental risk.

Waste recycling



Water consumption (GRI 303-1, CRE2, EPRA Water-Abs, Water-LfL, Water-Int)²

	2023	2022	2021	2020	2019	%, 2022–2023	%, 2019–2023
Total water consumption, m ³	615,145	601,064	594,767	692,094	661,449	2.3	-7.0
Like-for-like total water consumption, m ³	500,919	495,348	459,080			1.1	
Total water consumption in shopping centres, m ³	615,145	601,064	594,767	692,094	661,449	2.3	-7.0
Water intensity in shopping centres ¹ , l/visitor	4.7	4.4	4.7	4.9	4.1	6.2	16.1
Water intensity in like-for-like shopping centres ¹ , l/visitor	4.8	4.4	4.7	4.9		9.7	

Total water consumption by business unit (EPRA Water-Abs, Water-LfL, Water-Int)

MWh		2023	2022	2021	2020	2019	%, 2022–2023	%, 2019–2023
Finland	Total water consumption, m ³	188,836	169,921	161,656	154,097	186,419	11.1	1.3
	Total water consumption in shopping centres, m ³	188,836	169,921	161,656	154,097	186,419	11.1	1.3
	Total water consumption in like-for-like shopping centres, m ³	134,043	130,219	113,979			2.9	
	Water intensity in shopping centres ¹ , l/visitor	4.1	4.0	4.0	3.5	3.4	3.0	20.4
Norway	Total water consumption, m ³	170,914	177,338	188,583	224,447	168,219	-3.6	1.6
	Total water consumption in shopping centres, m ³	170,914	177,338	188,583	224,447	168,219	-3.6	1.6
	Total water consumption in like-for-like shopping centres, m ³	157,247	150,341	144,755			4.6	
	Water intensity in shopping centres ¹ , l/visitor	4.9	4.3	4.6	5.4	4.4	15.2	11.8
Sweden ²	Total water consumption, m ³	208,489	213,246	209,155	276,637	259,427	-2.2	-19.6
	Total water consumption in shopping centres, m ³	208,489	213,246	209,155	276,637	259,427	-2.2	-19.6
	Total water consumption in like-for-like shopping centres, m ³	162,723	174,229	164,973			-6.6	
	Water intensity in shopping centres ¹ , l/visitor	5.3	5.3	5.8	6.1	4.4	-0.6	20.3
Estonia	Total water consumption, m ³	46,906	40,559	35,373	36,914	47,385	15.6	-1.0
	Total water consumption in shopping centres, m ³	46,906	40,559	35,373	36,914	47,385	15.6	-1.0
	Total water consumption in like-for-like shopping centres, m ³	46,906	40,559	35,373			15.6	
	Water intensity in shopping centres ¹ , l/visitor	4.6	4.2	3.9	4.0	4.6	9.7	0.4

¹ Excluding shopping centres where amount of visitors is not collected. In 2023 these were Oasen kontoreiendom, Kongssenteret Vest, Isomyyri and Heikintori.

² Water consumption figures include a hotel and a student apartment block located in Kista Galleria.

Total weight of waste by disposal route (GRI 306-2, EPRA Waste-Abs)¹

tonnes	2023	%	2022	%	2021	%	2020	%	2019	%
Landfill waste	151	1	40	0	122	1	139	1	199	1
Incinerated waste	4,388	33	4,855	32	4,710	30	4,574	29	5,515	32
Composted waste	2,636	20	3,000	20	3,415	22	3,321	21	3,650	21
Recycled waste	5,631	43	6,803	45	6,676	43	6,812	44	6,772	39
Reused waste	393	3	458	3	602	4	716	5	1,071	6
Total	13,199	100	15,156	100	15,526	100	15,563	100	17,206	100

¹ The coverage of waste data is 97% of GLA under operative control.

Total weight of waste in shopping centres by disposal routes

tonnes	2023	%	2022	%	2021	%	2020	%	2019	%
Landfill waste	151	1	40	0	122	1	139	1	199	1
Incinerated waste	4,388	33	4,855	32	4,710	30	4,574	29	5,515	32
Composted waste	2,636	20	3,000	20	3,415	22	3,321	21	3,650	21
Recycled waste	5,631	43	6,803	45	6,676	43	6,812	44	6,772	39
Reused waste	393	3	458	3	602	4	716	5	1,071	6
Total	13,199	100	15,156	100	15,526	100	15,563	100	17,206	100

Total weight of waste by disposal route, like-for-like (EPRA Waste-LfL)¹

tonnes		2023	%	2022	%	2021	%
Like-for-like centres	Landfill waste	139	1	17	0	110	1
	Incinerated waste	3,484	35	3,742	34	3,596	33
	Composted waste	1,883	19	2,058	18	2,179	20
	Recycled waste	4,193	42	4,887	44	4,551	42
	Reused waste	296	3	336	3	497	5
	Total	9,994	100	11,040	100	10,933	100

¹ The coverage of waste data is 97% of GLA under operative control.

Total waste amount by business unit (EPRA Waste-Abs)

tonnes	2023	2022	2021	2020	2019
Finland	5,856	6,715	6,104	5,583	6,917
Norway	4,130	5,164	6211	6,239	6,016
Sweden	2,313	2,301	2,352	3,069	3,506
Estonia	899	975	859	671	767
Total	13,199	15,155	15,526	15,563	17,206

Total waste amount by source (EPRA Waste-Abs)

tonnes	2023	2022	2021	2020	2019	%, 2022–2023	%, 2019–2023
Shopping centres	13,199	15,155	15,526	15,563	17,206	-12.9	-23.3
Other	0	0	0	0	0	-	-
Total	13,199	15,155	15,526	15,563	17,206	-12.9	-23.3

Total weight of waste in shopping centres by type

tonnes	2023	%	2022	%	2021	%	2020	%	2019	%
Non-hazardous waste										
Landfill	115	1	40	0	88	1	130	1	190	1
Energy	4,388	33	4,855	32	4,710	30	4,574	29	5,515	32
Paper	157	1	61	0	62	0	74	0	70	0
Plastic	212	2	264	2	295	2	302	2	300	2
Cardboard	4,779	36	5,965	39	5,632	36	5,868	38	5,768	34
Compost	2,636	20	3,000	20	3,415	22	3,321	21	3,650	21
Metal	197	1	211	1	320	2	248	2	244	1
Glass	286	2	302	2	367	2	320	2	390	2
Other recycled	278	2	385	3	537	3	673	4	1,021	6
Other unsorted waste	36	0	0	0	35	0	10	0	9	0
Hazardous	115	1	73	0	65	0	43	0	49	0
Total	13,199	100	15,155	100	15,526	100	15,563	100	17,206	100

Proportion of waste by disposal route in shopping centres by business unit (EPRA Waste-Abs)

	MWh	%, 2023	%, 2022	%, 2021	%, 2020	%, 2019
Finland	Landfill waste	0	0	1	0	1
	Incinerated waste	29	28	29	30	31
	Composted waste	30	26	27	27	25
	Recycled waste	39	43	37	40	34
	Reused waste	1	3	7	3	8
	Total	100	100	100	100	100
Norway	Landfill waste	1	1	0	1	1
	Incinerated waste	34	32	26	26	28
	Composted waste	16	19	22	21	23
	Recycled waste	45	46	50	49	46
	Reused waste	4	2	2	4	3
	Total	100	100	100	100	100
Sweden	Landfill waste	4	0	0	1	1
	Incinerated waste	31	34	40	37	40
	Composted waste	10	10	13	11	10
	Recycled waste	52	53	43	41	40
	Reused waste	3	3	4	11	9
	Total	100	100	100	100	100
Estonia	Landfill waste	0	0	7	6	3
	Incinerated waste	60	57	48	22	43
	Composted waste	0	0	9	27	23
	Recycled waste	31	34	35	43	31
	Reused waste	9	9	1	2	1
	Total	100	100	100	100	100

Total weight of waste in like-for-like shopping centres by types

tonnes	2023	%	2022	%	2021	%
Non-hazardous waste						
Landfill	105	1	17	0	75	1
Energy	3,484	35	3,742	34	3,596	33
Paper	132	1	37	0	37	0
Plastic	165	2	190	2	190	2
Cardboard	3,548	36	4,285	39	3,877	35
Compost	1,883	19	2,058	19	2,179	20
Metal	147	1	144	1	190	2
Glass	201	2	230	2	257	2
Other recycled	197	2	283	3	448	4
Other	34	0	0	0	35	0
Hazardous	98	1	53	0	50	0
Total	9,994		11,040		10,933	
Total amount change, %			-9.5		1.0	

Recycling rate of shopping centres

	%, 2023	%, 2022	%, 2021	%, 2020	%, 2019
Finland	100	100	99	100	99
Norway	99	99	100	99	99
Sweden	96	100	100	99	99
Estonia	100	100	93	94	97
Total	99	99.7	99	99	99

Green and sustainable buildings

The location of our centres in urban areas and our focus on public and carbon free transport reduces the environmental impact of our centres and the indirect impacts they have on biodiversity. Citycon’s properties are not located on protected land areas. Environmental impact assessments are carried out in connection with the majority of zoning and major projects. When not required by law, Citycon evaluates the need for an assessment of its own on a case-by case basis. A vital part of managing the environmental impact and performance of our centres are green building certifications, such as LEED or BREEAM. Read more about our ambition and actions on [page 15](#).

As a small contribution to the local biodiversity, Citycon has resident bees on the rooftops in six centres in

Finland and four centres in Norway. The honey collected from the hives during the summer is donated to the cafes, restaurants and customers at the centres. Some of the honey is also given out as a prize in centre lotteries.

Citycon additionally gives out a Sustainability Award to a tenant, service provider or an organisation which, through their actions, has excelled in promoting sustainability in our centres. In 2023, the award was granted to Remeo, a Finnish environmental management company that works with waste management in a new and innovative way. Remeo develops and invests in new circular economy solutions that transform yesterday’s waste into tomorrow’s raw materials. The company assists companies in sorting, storing, and recycling their waste efficiently and safely

through comprehensive waste management solutions. Additionally, Remeo actively seeks development opportunities in everyday functions to enhance the recycling rate.

Certified shopping centres

Shopping centre	Certification system(s)
Albertslund Centrum	BREEAM In-Use
Heikintori	BREEAM In-Use
Herkules	BREEAM In-Use
Iso Omena	BREEAM In-Use, LEED
Isokarhu	BREEAM In-Use
IsoKristiina	BREEAM In-Use, LEED
Jakobsbergs Centrum	BREEAM In-Use
Kista Galleria	BREEAM In-Use
Kolbotn Torg	BREEAM In-Use
Kongssenteret	BREEAM In-Use
Koskikeskus	BREEAM In-Use
Kremmertorget	BREEAM In-Use
Kristiine Keskus	BREEAM In-Use
Liertoppen	BREEAM In-Use
Liljeholmstorget Galleria	BREEAM In-Use, LEED
Lippulaiva	LEED
Myyrmanni	BREEAM In-Use
Möln dal Galleria	BREEAM NC
Rocca al Mare	BREEAM In-Use, LEED
Solsiden (Rented)	BREEAM In-Use
Stenungstorg Centrum	BREEAM In-Use
Stopp Tune	BREEAM In-Use
Storbyen	BREEAM In-Use
Stovner Senter	BREEAM In-Use
Strædet	BREEAM In-Use
Torvbyen	BREEAM In-Use
Trekanten Senter	BREEAM In-Use
Trio	BREEAM In-Use, LEED
Åkersberga Centrum	BREEAM In-Use

Environmental certificates (CRE8, EPRA Cert-Tot)

	Proportion by value, %	2023
Total portfolio - BREEAM In-Use		
BREEAM Excellent, asset / building management		23/-
BREEAM Very Good, asset / building management		44/46
BREEAM Good, asset / building management		13/23
Total - BREEAM In-Use		81/68
Total portfolio - LEED and BREEAM		
LEED Platinum		28
LEED Gold		8
LEED Silver		5
LEED Certified		2
BREEAM Very Good		2
Total portfolio - environmental certificates		92
(Re)Developments (on track to achieve)		
No applicable development projects on 2023		

Social sustainability

Good Employer

Citycon offers a workplace where employees are engaged and empowered to realise their full potential. The core of Citycon's HR strategy is to offer Citycon employees exciting and challenging career opportunities. We promote internal recruitment and prefer to see key roles being filled by people from within the organisation.

Our Culture at Citycon

Citycon's core values define who we are and how we approach our daily work. For example, they play an important role in our recruitment process, ensuring that we find the best fit for new hires to join our teams. Citycon's core values are: passionate, solution-oriented and together one.

All Citycon employees are reminded annually of the company's ethical standards, the Citycon Code of Conduct. These standards guide us in how to act and behave in our work. For more information about the Code of Conduct, see [page 43](#).

In work tasks concerning the daily operations of centres, Citycon, to a large extent, makes use of an outsourced workforce. These tasks are mainly in the areas of security and maintenance. All outsourced workers and consultants are subject to Citycon's Business Code of Conduct and are expected to follow the same high ethical standards as all Citycon staff.

Performance management and personal development

All Citycon employees take part in the annual performance management process, where employees review their performance and identify development needs. The process is conducted in close dialogue with the employee's immediate manager. All employees, together with their managers, define annual objectives that are connected to the company's business targets. In 2022, we introduced sustainability targets for all Citycon employees, and in 2023, 100% of our employees had sustainability-related targets as part of the performance review process.

Citycon's guiding personal development principle is the 70-20-10 model: 70% of learning happens through the job experience, 20% through interactions with colleagues – such as by participating in projects or cross-functional networking – and the remaining 10% of the learning is external training through, for example, traditional classroom training, virtual seminars or professional networks.

Citycon Leaders

Our Citycon leaders coach, guide and support our employees and teams in reaching their targets. We believe in inspiring and visible leadership, where leaders work closely with their teams and are thus better able to recognise and reward people and team efforts.

At Citycon, we believe that the greatest results are achieved by diverse teams, which is why we want to have a diverse mix of age, gender, and ethnicity in our teams at all times.

Greater scale organisational changes 2023

- Sales of Norwegian assets resulting in a people reduction (-5)
- Rightsizing the Nordic Development organisation resulted in a reduction of people (-4), and there were changes in the Nordic Marketing organisation, becoming country-focused, resulting in a reduction (-3).

People KPI's

- Turnover rate in the previous 12 months: 19% (47 leavers)
- New hires, including trainees and temporary employees: 27 hires
- Internal movement in the previous 12 months: 4% (10 promotional moves)

Focus Areas for 2023

- Effective cost control, securing the right-sized organisation
- Cross-functional team collaboration across the Nordics
- Health and well-being of our people

“Citycon's core values are: passionate, solution-oriented and together one.”

Personnel

Number of employees

	2023		2022		2021		2020		2019		2018		2017	
Total number of employees 31 Dec. (102-7)	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%
Total	247.5		257		237		253		240.6		254.25		247.1	
Personnel by country 31 Dec. (102-8)														
Finland	91.3	37	85	33	79	33	74	29	69.4	29	68.5	27	70.2	28
Norway	71.4	29	85	33	79	33	96	38	95.7	40	112.5	44	107.5	44
Sweden	68.8	28	72	28	65	27	70	28	62.1	26	60.25	24	56.4	23
Estonia	13	5	12	5	12	5	11	4	11.4	5	10	4	10	4
Netherlands	1	1	1	0	1	0.4	1	0	1	0	2	1	2	1
Denmark	2	0	2	1	1	0.4	1	0	1	0	1	0	1	0

Personnel key figures

	2023		2022		2021		2020		2019		2018		2017	
Employment type 31 Dec. (102-8, 401-1)	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%
Permanent employees/Fixed-term employees	242.2/5.3	98/2	249/8	97/3	214/23	90/10	237.8/15	94/6	219.9/20.7	91/9	238.95/15.3	94/6	230.1/17	93/7
Full-time employees/Part-time employees	244/3.5	99/1	256/ 1	99/1	235/2	99/1	247.8/5	98/2	233.2/7.4	97/3	250/4.25	98/2	244.5/2.6	99/1
Average age of employees and sex distribution (401-1)														
Average age, years 31 Dec.	42		42		39		41		40		41		42	
Employees under age 18 during the year	0		0		0		0		0		0		0	
Female/male percentage 31 Dec.	124.5/123	50/50	132/125	51/49	115/122	49/51	106/147	42/58	107/133.6	45/55	110.45/143.8	43/57	100.7/146.4	41/59
Employee turnover during the year (401-1)														
New contracts including short-term substitutions	34		57		52		51.0		53.0		48.9		40.6	
Female/male percentage of new contracts	18/16	53/47	35/22	61/39	35/17	67/33	26/25	51/49	20/33	44/56	28.8/20.1	59/41	17.2/23.4	42/58
Permanent employees left Citycon	35		48		28		32		71		39		34	
Female/male percentage of left employees	21/14	60/40	20/28	42/58	9/19	32/68	14/18	44/56	38/33	16/14	19.8/19	1	14.9/19	44/56
Employees returning to work after parental leave	8		14		5		12		5	100		100		99
Sick days (403-2)														
Number of sick days during the year	1,204		2,394		1,139		1,060		1,352		1,232		2,058	
Sick days per employee	4.8		9.3		11		8		10		5		8	

Full-time equivalent (FTE) is a unit that describes the amount of human resources available, including full-time, part-time employees pro rata and employees who are on long-term leaves. All employment relationships are based on a legal employment contract.

Employee group by gender 31 December 2023

	2023				2022				2021				2020				2019			
	Total		of which female		Total		of which female		Total		of which female		Total		of which female		Total		of which female	
	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%
Management committee ¹	10	4	4	2	12	5	6	2	9	4	4	44	13	5	7	54	14	6	6	43
Other directors	12	4.85	8	3	18	7	10	4	17	7	5	29	14	6	5	36	13	5	6	46
Managers	45	18.18	22	9	41	16	25	10	31	13	19	61	31	12	18	58	30	12	22	73
Other employees	180.5	72.93	89.5	36	186	72	90	35	180	76	96	53	194.8	77	77	40	183.6	76	97	53
Total	247.5	100	123.5	50	257	100	131	51	237	100	124	52	252.8	100	107	42	240.6	100	131.0	54

¹ Includes both EMC and CMC.

Duration of employment 31 December 2023

	2023		2022		2021		2020		2019	
	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%
Less than 2 years	78.9	31.62	102	40	95	40	98	38.766	102.3	43
2–4 years	64	26.45	72	28	67	28	44	17.405	64.8	27
More than 4 years	104.6	41.92	83	32	75	32	110.8	43.829	73.5	31
Total	247.5	100	257	100	237	100	252.8	100	240.6	100

Age profile 31 December 2023

	2023		2022		2021		2020		2019	
	FTE	%	FTE	%	FTE	%	FTE	%	FTE	%
Under 30	26.9	10.87	27	11	32	14	36	14.241	51.1	21
30–50	173.2	69.98	177	69	165	70	163	64.478	155.8	65
Over 50	47.4	19.15	53	21	40	17	53.8	21.282	33.7	14
Total	247.5	100	257	100	237	100	252.8	100	240.6	100

Gender pay ratio 31 December 2023

Women average salary %	2023	2022	2021	2020
Management committee	82.4	67	67	68
Other directors	94.5	95	109	103
Managers	94.5	95	66	97
Other employees	93.1	79	87	84
Total	91.5	84	85	84

Compensation in Citycon is based on the level of responsibility, job requirements and demands, employees' competences and skills, as well as employee's performance. Salaries are reviewed once a year within each function and at the company level. As part of the review, it is ensured that the salaries are in line within each team in terms of the job requirements and employee performance and that gender does not have an impact on salary level. The pay ratio is calculated of average salary of female employees / average salary of male employees (excluding CEO). The responsibility level, job requirements, employees' competences or performance is not taken into account in this pay-ratio.

Employees by Gender (FTE) 2023

	Female	Male	Total
Number of employees	124.5	123.0	247.5
Number of permanent employees	119.8	122.4	242.2
Number of temporary employees	4.7	0.6	5.3
Number of non-guaranteed hours employees	0	0	0
Number of full-time employees	122	122	244
Number of part-time employees	2.5	1	3.5

Employees by region (FTE) 2023

	Finland	Norway	Sweden	Estonia	Denmark	Netherlands
Number of employees	91.3	71.4	68.8	13	2	1
Number of permanent employees	87	71.4	67.8	13	2	1
Number of temporary employees	4.3	0	1	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	89	71	68	13	2	1
Number of part-time employees	2.3	0.4	0.8	0	0	0

Workers who are not employees (head count)

	2023
Cleaning	183
Technical maintenance	28
Security	150

Ethical business conduct

Code of Conduct and transparency

Citycon strives to maintain an economically sound and prosperous business. Citycon's Code of Conduct reinforces the company's values and lays the foundation for its business operations, guiding everyone at Citycon to act both ethically and responsibly. The Code also expresses our continuous desire to be a reliable partner.

Our strategy and activities consider and reflect the ethical principles described in the Code of Conduct. It governs all our business decisions and actions and applies to every employee and executive at Citycon – including employees of our subsidiaries and joint ventures over which Citycon has management control.

Citycon promotes the Code of Conduct in its internal communication such as annual company-wide trainings and awareness raising campaigns. Upon signing the employment contract, all new employees undertake to comply with the principles of the Code of Conduct.

In 2023, Citycon continued to educate and remind all its employees about the Code of Conduct through information meetings. Additionally, a new mandatory Code of Conduct e-learning, including a self-assessment test, was introduced for all employees.

All employees and managers at Citycon are encouraged and obligated to raise questions and concerns regarding the topics covered by its Code of Conduct and to report any suspected or detected fraud or other violations.

We also encourage our business partners, suppliers, stakeholders, or any person affiliated with Citycon to report any suspected or detected violations of Citycon's Code of Conduct by Citycon's executives, employees or other persons representing Citycon through the whistleblowing channel. The report can be done anonymously through our web-based whistleblowing channel. The information submitted is processed in compliance with the requirements set forth in the EU's Whistleblower Protection Directive. The reports are processed confidentially, in the first hand by an external, independent stakeholder, as well as Citycon's Audit and Governance Committee. No fraud, bribery, or corruption cases were brought to the company's attention during 2023.

Citycon also makes a good faith effort to have its business partners commit to the principles of the Code of Conduct or ensure adoption of a similar set of policies in their business activities. The standards of business behaviour and ethics that Citycon expects from its business partners are laid out in Citycon's Business Code of Conduct, available on the company's web page. Citycon continues to be committed to promoting awareness of its ethical principles among internal and external parties.

Responsible supply chain management

Citycon is committed to carrying out business in accordance with high ethical standards. Citycon's selection process for suppliers is set forth in our internal

purchasing policies. We require our suppliers, including their personnel and the people engaged in providing services for them, to commit to Citycon's Business Code of Conduct, or to their own similar or higher ethical principles.

The Business Code of Conduct is based on our Code of Conduct. If a supplier acts inconsistently with our Business Code of Conduct, they are required to undertake corrective actions. If the non-conforming action continues, Citycon may choose to terminate the existing business relationship.

All new lease agreements signed since 2019 contain a Code of Conduct clause. In 2024, Citycon will continue to ensure the use of the Business Code of Conduct in its material agreements.

In 2021, Citycon introduced a Sustainable Procurement Policy, a guideline for choosing sustainable materials and services for procurements pertaining to maintenance, repair, replacement, and refurbishment works carried out at our centres by our own personnel, suppliers, or service providers. The policy has been implemented in all centres. Furthermore, Citycon complies with all applicable trade sanctions regulations in line with its Sanction's policy.

Sustainability governance

At Citycon, the Board of Directors, the CEO, and Chief Financial Officer are responsible for sustainability matters. The CEO has the ultimate responsibility for the successful implementation of the Group's sustainability strategy. The Chief Financial Officer reports on sustainability matters and strategy implementation to the Board of Directors' Audit and Governance Committee on a quarterly basis. Alongside financial metrics, sustainability is one of the performance metrics in the remuneration of the employees' short-term incentive plans.

Green Financing

Citycon's key cornerstone in creating long-term value for its investors is sustainability. In 2023, Citycon updated its Green Financing Framework to reflect recent development in Green Financing practices and the company's business. The framework is aligned with the practices that support the transition to a sustainable and low-carbon economy through the development of green assets. It is based on Citycon's sustainability strategy and aims to support the sustainability objectives of the company while diversifying the investor base. Citycon's Green Financing Framework has been developed in alignment with the Green Bond Principles 2021 ("GBP")² and the Green Loan Principles 2023 (GLP)³. Under the Green Financing Framework, Citycon can issue green bonds, green commercial papers, green loans, green hybrid bonds, green private placements or other type of debt instruments.

In May 2023, Citycon refinanced its Sustainability-linked Credit Facility. In addition to the EUR 400 million Revolving Credit Facility, the facility was expanded with a EUR 250 million Term Loan, linking the margin on the total credit facility of EUR 650 million to achieving three of Citycon's main environmental targets:

- Decreasing the Greenhouse Gas Intensity of the portfolio in line with the target of being carbon neutral by 2030
- Decreasing energy consumption per square meter in line with achieving a 10% reduction by 2027 and
- Certifying the whole property portfolio according to BREEAM or LEED, with a minimum certification level of BREEAM Very Good or LEED Gold.

If Citycon meets all of the sustainability targets, measured annually in progress towards the set targets, there is a sustainability discount applied to the interest margin on the facility. On the contrary, if Citycon were to fail on all targets, the company would be obliged to pay a premium on the facility margin. The sustainability-linked margin thus further incentivizes the company to achieving its long-term sustainability targets.

In July 2023, Citycon updated its EUR 400 million Commercial Paper programme into Green format, and on 25 July 2023 issued its first Green Commercial Paper. The issue is completed under Citycon's existing Green Financing Framework and is also the first ever Green Commercial Paper issued in the Finnish market.

In November 2023, one of Citycon's outstanding green bonds of NOK 800 million matured. The bond was refinanced with a green secured term loan of SEK 1,020 billion, with the asset in Liljeholmstorget as security. The loan is classified as green by the lending banks, based on the energy scoring model developed by the banks based on energy consumption levels, green

building certificates and further sustainability criteria applied for assessing whether the properties financed under the loan meet the banks' criteria for financings qualifying as green. Looking forward, Citycon will continue to connect its sustainability performance with its financing as we continue to see significant interest in green facilities.

As of December 31st, 2023, EUR 2.6 billion of Citycon's total property portfolio of approximately EUR 4.0 billion was eligible for green (re)financing. Citycon's outstanding amount of green debt was EUR 1.0 billion, leaving EUR 1.6 billion of eligible assets available for green (re)financing.

Citycon's sustainability and finance teams also classified the company's activities by mapping Citycon Group's consolidated IFRS income statement accounts based on whether they are covered by a NACE code included in the EU's Taxonomy Regulation Delegated Act. Based on this classification, 97% of Citycon's total turnover, 95% of capital expenditure and 71% of operational expenditure is derived from Taxonomy eligible activities. Citycon is not obliged to report information according to the taxonomy regulation, and for that reason Citycon does not report on the taxonomy alignment of the company's operations for the year 2023.

"Our sustainability and business targets are closely connected, and there are great synergies in simultaneously striving for both. Green financing is an excellent example of this, enabling us to attract a wider, more diverse group of investors. In 2023, we significantly increased our Sustainability-linked Credit Facility. Additionally, we issued a 1 billion Swedish krona green loan and were the first to issue Green Commercial Paper in the Finnish market. Encouraged by these achievements, we will continue to align our sustainability performance with financing strategies, in response to the increasing interest in green financing."

- Sakari Järvelä, CFO



Economic responsibility

Economic value generated and distributed (EC 201-1)^{1,5}

MEUR	2023	2022	2021	2020	2019
Direct economic value generated					
a) Revenues					
Finland	110.2	98.6	92.6	94.5	103.0
Norway	92.8	114.3	112.8	107.3	109.0
Sweden	44.0	48.4	51.1	59.1	60.6
Denmark & Estonia	43.0	40.2	35.8	34.6	36.6
Gross rental income	215.3	222.3	222.2	224.3	232.1
Service charge income	74.7	79.2	70.2	71.2	77.1
Revenues from sale of investment properties	-2.3	-4.3	-6.5	10.8	65.8
Economic value distributed					
b) Operating costs					
Finland	-27.2	-23.1	-22.7	-21.3	-24.5
Norway	-23.2	-27.4	-27.5	-20.3	-21.0
Sweden	-11.6	-11.9	-12.2	-13.4	-13.3
Denmark & Estonia	-11.6	-12.2	-7.9	-6.7	-7.2
Other ⁴	-0.4	-0.4	-0.2	0.0	0.0
Purchases related to property operating costs ³	-73.9	-75.0	-70.4	-61.4	-65.6
Finland	46.6	111.6	160.7	146.4	56.6
Norway	21.2	32.1	21.7	178.3	21.5
Sweden	15.1	19.8	35.5	13.8	12.8
Denmark & Estonia	11.0	9.7	2.5	5.2	11.6
Other ⁴	2.0	3.9	3.6	1.9	3.3
Investments	95.9	177.0	224.1	345.6	105.7
c) Employee wages and salaries					
Finland	-2.7	-3.5	-3.2	-3.1	-2.8
Norway	-5.3	-6.3	-6.0	-7.8	-9.4
Sweden	-3.0	-3.1	-4.3	-4.2	-3.4
Denmark & Estonia	-0.8	-0.7	-0.7	-0.7	-0.6
Other ⁴	-6.3	-7.3	-6.1	-5.7	-5.8
Paid wages and salaries	-18.1	-20.8	-20.3	-21.6	-22.1
Finland	0.0	0.0	0.0	0.0	-0.1
Norway	0.0	0.0	0.0	0.0	-0.1
Sweden	0.0	0.0	-0.1	0.0	-0.1
Denmark & Estonia	0.0	0.0	0.0	0.0	0.0
Other ⁴	-0.1	-0.2	-0.1	-0.1	-0.3
Funds used for employee training	-0.2	-0.3	-0.3	-0.2	-0.5

MEUR	2023	2022	2021	2020	2019
d) Payments to providers of capital²					
Paid dividends and return from invested unrestricted equity fund	-84.4	-84.0	-87.8	-95.7	114.9
Loan repayments and proceeds	32.1	-64.8	81.5	136.5	-339.3
Paid and received financial expenses as well as realised exchange rate losses/gains	-69.0	-75.4	-91.1	-57.4	-60.2
e) Payments to government					
Income taxes received/paid (directly from/ to government) ²	2.4	-5.4	-2.1	-2.0	-1.1
Finland	-3.6	-3.8	-3.2	-3.1	-3.2
Norway	-1.9	-2.3	-2.2	-2.1	-1.7
Sweden	-2.6	-3.2	-3.1	-3.5	-3.5
Denmark & Estonia	-0.5	-0.5	-0.6	-0.4	-0.4
Property taxes (payments to government as agent, recharged to tenants)	-8.7	-9.8	-9.1	-9.0	-8.8

¹ The figures do not include Kista Galleria.

² Items from the cash flow.

³ Services related to property maintenance always require the use of local employees. Energy was the largest cost item in maintenance costs. Locally procured district heating from regional heating companies is the principal heating method. Electricity is purchased on a centralised basis in all countries.

⁴ Mainly expenses arising from the Group's functions.

⁵ The geographical segments of Citycon are Finland, Norway, Sweden and Denmark & Estonia. The segment Other mainly includes administrative expenses arising from the Group's functions. Citycon changed its operating segments and segment reporting starting from 1.1.2023. Previously the segments were Finland & Estonia, Norway and Sweden & Denmark. Comparison period numbers have been updated according to the new segments.

Reporting principles, methodology, and boundaries

This report, its content and principles have been prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standard. Further, Best Practices Recommendations on Sustainability Reporting (Version 3) published by the European Public Real Estate Association (EPRA) have been applied. Coverage of the mentioned reporting recommendations is presented in the GRI Index on [pages 50–54](#). The information is published annually, and the information presented corresponds to the company's financial year (i.e. 1 January–31 December).

The scope of reporting and calculation principles

Disclosed environmental performance indicators include Citycon's centres and other properties where Citycon's ownership is at least 50% and where it has operational control (excluding two properties in Denmark). This represents 97% of the leasable area owned by Citycon. Environmental data covers the centres and other properties that were owned by Citycon on 31 December 2023, acquired before 30 June 2023, or divested after 30 June 2023. Development project environmental figures are included from the day of completion. The environmental performance figures are based on actual measurements.

Citycon annually reports a total portfolio performance even though there are changes in the property portfolio

every year. These changes are due to acquisitions, sales, and (re)development but do not significantly differ across years. These limitations are taken into account in the reporting. Citycon follows the EPRA Best Practices Recommendations Guidelines. Properties that have been consistently in operation (and not under development) during the previous two full reporting periods are included in the "like-for-like" portfolio. Sold properties are excluded from like-for-like comparison.

The environmental reporting scope hence differs slightly from the scope of Citycon's financial statements. Properties that are operated by Citycon and jointly owned by other stakeholders are reported in full in the environmental reporting scope, but according to ownership in the financial statements. Furthermore, in the environmental reporting scope, we include properties that have been in our control for 6 months or more of the reporting period whereas the financial reporting covers the situation at year-end. The like-for-like portfolios are the same in all reports.

Restatements

We continuously strive to keep our reporting as accurate as possible, and to extend it as reasonably as possible. We check previously reported figures in connection with the yearly reporting process. Possible errors or miscalculations found in the Key sustainability indicators -tables in previous reports are always corrected.

Restatements due to other reasons are made only if they were to have a significant impact (above 10% change) on the reported indicator at the group level.

In the Sustainability Accounts 2023, there have been no major restatements to the data from previous years. In 2023, the weather-corrected district heating data is calculated in all the countries covered by energy reporting, but the re-calculation of the measure for 2022 is not performed. Due the re-calculation of the 2022 reference Total energy consumption in premises after the publication of the Financial Review 2023, the change in energy intensity compared to 2022 was 1% increase, not 4% decrease as it's presented in the report.

Assurance

Ernst & Young Oy has provided limited assurance for numerical environmental indicators. The assured GRI Disclosure numbers and EPRA sBPR Performance measures have been marked in the GRI Tables. The Assurance Statement can be found on [page 48](#).

Electricity and energy

Citycon reports tenants' electricity consumption in cases where Citycon is responsible for electricity procurement. In Citycon's centres, tenants have in most cases their own electricity meters and purchase agreement, and Citycon has no access to data related to tenant consumption. If energy procurement is the

tenant's responsibility, it has been excluded from Citycon's reporting. Energy used for heating and cooling is reported in its entirety. In terms of intensity figures, Citycon has limited the reported electricity consumption to common areas where it can have direct influence. This includes the electricity used for general lighting, ventilation, and cooling, as well as lifts and escalators and other technical systems within the building. Based on case studies, the share of electricity consumption in common areas is between 25% and 70% of total electricity consumption, depending on heating, lighting, and other technical solutions, as well as on the level of controllability.

Carbon

In calculating its carbon footprint, Citycon follows the Greenhouse Gas Protocol (GHG) Corporate accounting and reporting standard. The market-based emission factors for electricity are supplier-specific and the Guarantees of Origin have been taken into account. For location-based emissions, the 2023 calculations are based on national production mixes according to the International Energy Agency (IEA). District heat location-based emission factors for 2023 are average emissions for the local district heat network provided by the heat supplier. The market-based emission factors for district heat are district heat network-specific and the Guarantees of Origin have been taken into account.

In the calculation of greenhouse gas intensity from building energy, the same principles are applied as for energy intensity calculation, with the exception that tenant electricity procured by Citycon is included.

Scope 3 emissions are calculated in accordance with the Greenhouse Gas Protocol's standard "Corporate value chain (Scope 3), Accounting and reporting standard". Emissions from purchased goods and services as well as capital goods are calculated using the average spend-based method. Other reported categories are calculated using the supplier-specific method or hybrid method. The Exiobase emission factors have been used for spend-based emissions. The latest factors from IEA have been used in other categories where data has not been obtained from suppliers or value chain partners.

Water and waste

The reported recycling rate indicates recycled, incinerated, or reused waste fractions as a share of the total waste volume. Landfill waste is not included in recycled items. The waste reporting covers all properties where Citycon is responsible for waste management (97% of the leasable area owned by Citycon). Properties in which tenants are responsible for waste management are excluded from reporting, as there is no record available of their waste quantities. Reported water covers water consumed in the common areas and by tenants. All water comes from municipal waterworks.

Independent accountant's assurance report

(Translated from the original report in Finnish language)

To the Management of Citycon Oyj

Scope

We have been engaged by Citycon Oyj (hereafter "Citycon") to perform a 'limited assurance engagement,' as defined by International Standards on Assurance Engagements (ISAE 3000), here after referred to as the engagement, to report on environmental information in Citycon's Sustainability Accounts 2023 for the period 1.1.–31.12.2023 (the "Subject Matter").

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the report, and accordingly, we do not express a conclusion on this information.

Criteria applied by Citycon

In preparing the Subject Matter, Citycon applied the Global Reporting Initiative (GRI) Sustainability Reporting Standards and European Public Real Estate Association (EPRA) Best Practice Recommendations (Version 3) (the "Criteria"). As a result, the Subject Matter information may not be suitable for another purpose.

Citycon's responsibilities

Citycon's management is responsible for selecting the Criteria, and for presenting the Subject Matter

in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Subject Matter, such that it is free from material misstatement, whether due to fraud or error.

Ernst & Young's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ('ISAE 3000 (Revised)'), and the terms of reference for this engagement as agreed with Citycon on 25.10.2023. Those standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements*, which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower

than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

The Green House Gas quantification process is subject to scientific uncertainty, which arises because of incomplete scientific knowledge about the measurement of GHGs. Additionally, GHG procedures are subject to estimation (or measurement) uncertainty resulting from the measurement and calculation processes used to quantify emissions within the bounds of existing scientific knowledge.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information, and applying analytical and other appropriate procedures.

Our procedures included:

- a) An update of our knowledge and understanding of Citycon’s material environmental reporting topics, organization and activities,
- b) Interview with senior management to understand Citycon’s environmental management,
- c) Interviews with personnel responsible for gathering and consolidation of the Subject Matter to understand the systems, processes and controls related to gathering and consolidating the information,
- d) Site visit to Iso Omena, and virtual site visits to Kista Galleria and Linderud where we assessed reporting practices,
- e) Assessing environmental data from internal and external sources and checking the data to reporting information on a sample basis to check the accuracy of the data.
- f) Performing recalculation of reported information and evaluating the correctness of underlying data and narrative disclosures.

We also performed such other procedures as we considered necessary in the circumstances.

Conclusion
Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Subject Matter in Citycon’s Sustainability Accounts 2023 for the period 1.1.–31.12.2023, in order for it to be in accordance with the Criteria.

Helsinki, 22 March 2024

Ernst & Young Oy
Authorized Public Accountant Firm

Antti Suominen
Authorized Public Accountant

Nathalie Clément
Leader of Climate Change & Sustainability Services

GRI index

GRI Standards disclosure		Location	Comments	EPRA Sustainability BPR	Coverage % (EPRA sBPR)
GRI 2: General disclosures (2021)					
Organizational profile					
2-1	Organizational details	This is Citycon, p. 4; Corporate governance statement, p. 3; Financial review p. 46–47			
2-2	Entities included in the organization's sustainability reporting	Reporting principles, methodology, and boundaries p. 46			
2-3	Reporting period, frequency and contact point	Reporting principles, methodology, and boundaries, p. 46; back cover, p. 55; GRI index	The report is published 25.3.2024.		
2-4	Restatements of information	Reporting principles, methodology, and boundaries, p. 46			
2-5	External assurance	Reporting principles, methodology, and boundaries, p. 46; Independent accountant's assurance report, p. 48–49			
Activities and workers					
2-6	Activities, value chain and other business relationships	This is Citycon, p. 4; Priority matrix, p. 24; Ongoing dialogue with stakeholders, p. 25–26; Social sustainability, p. 42			
2-7	Employees	Social sustainability, p. 40–43			
2-8	Workers who are not employees	Social sustainability, p. 40–43			
Governance					
2-9	Governance structure and composition	Corporate governance statement p. 6–10; webpages: https://www.citycon.com/about-us/organisation/board-of-directors and https://www.citycon.com/investors/corporate-governance/board-of-directors/board-committees		Gov-Board	
2-10	Nomination and selection of the highest governance body	Corporate governance statement, p. 4–5, 9–10; webpage: https://www.citycon.com/investors/corporate-governance/board-of-directors/board-committees		Gov-Select	
2-11	Chair of the highest governance body	Corporate governance statement, p. 3, 6			
2-12	Role of the highest governance body in overseeing the management of impacts	Ethical business conduct p. 40; Corporate governance statement, p. 4, 12–16; webpages: https://www.citycon.com/investors/corporate-governance/board-of-directors and https://www.citycon.com/investors/corporate-governance/board-of-directors/board-committees			
2-13	Delegation of responsibility for managing impacts	Ethical business conduct, p. 43; Corporate governance statement, p. 4, 9–10			
2-14	Role of the highest governance body in sustainability reporting	Webpage: https://www.citycon.com/investors/corporate-governance/board-of-directors ; GRI index	In Citycon's annual reporting, the Report by the Board of Directors includes brief sustainability information, e.g., key performance indicators. The Board does not separately approve Citycon's Sustainability Accounts.		
2-15	Conflicts of interest	Corporate governance statement p. 3, 15		Gov-Col	
2-16	Communication of critical concerns	Ethical business conduct p. 43			
2-17	Collective knowledge of the highest governance body	Ethical business conduct p. 43			

GRI Standards disclosure		Location	Comments	EPRA Sustainability BPR	Coverage % (EPRA sBPR)
2-18	Evaluation of the performance of the highest governance body	Corporate governance statement p. 4, 8–9; webpages: https://www.citycon.com/investors/corporate-governance/board-of-directors and https://www.citycon.com/investors/corporate-governance/board-of-directors/board-committees			
2-19	Remuneration policies	Remuneration report p. 5–7; webpages: https://www.citycon.com/investors/corporate-governance/remuneration and https://www.citycon.com/sites/default/files/attachments/1442666.pdf			
2-20	Process to determine remuneration	Corporate Governance statement p. 10; webpages: https://www.citycon.com/investors/corporate-governance/remuneration and https://www.citycon.com/investors/corporate-governance/board-of-directors/board-committees			
2-21	Annual total compensation ratio	Not disclosed	Information incomplete.		
Strategy, policies and practices					
2-22	Statement on sustainable development strategy	Message from our CEO p. 5; Financial Review, p. 6			
2-23	Policy commitments	Sustainable value chain, p. 19; Environmental sustainability, p. 33; Social sustainability, p. 39; Ethical business conduct, p. 43; Corporate Governance statement, p. 11; webpages: https://www.citycon.com/sites/default/files/material/citycon_code-of-conduct.pdf and https://www.citycon.com/sites/default/files/attachments/citycon_business_code_of_conduct.pdf			
2-24	Embedding policy commitments	Sustainable value chain, p. 19; Circularity & natural resources, p. 20; Social sustainability, p. 39; Ethical business conduct, p. 43; webpage: https://www.citycon.com/sites/default/files/material/citycon_code-of-conduct.pdf			
2-25	Processes to remediate negative impacts	Sustainable value chain, p. 19; Ethical business conduct, p. 43	Reported partly.		
2-26	Mechanisms for seeking advice and raising concerns	Ethical business conduct, p. 43			
2-27	Compliance with laws and regulations	GRI index	No instances of non-compliance during the reporting period.		
2-28	Membership associations	Ongoing dialogue with stakeholders p. 25			
Stakeholder engagement					
2-29	Approach to stakeholder engagement	Community hub, p. 14; Materiality assesment, p. 23; Priority matrix, p. 24; Ongoing dialogue with stakeholders, p. 25			
2-30	Collective bargaining agreements	GRI index	Employees are not covered by collective bargaining agreements.		
GRI 3: Material Topics (2021)					
3-1	Process to determine material topics	Materiality assesment, p. 23; Priority matrix, p. 24			
3-2	List of material topics	Materiality assesment, p. 23; Priority matrix, p. 24			
3-3	Management of material topics	Goals of our sustainability strategy, p. 9–10; Carbon neutrality, p. 11–12; Community hub, p. 13–14; Excellence in action: upholding transparency and credibility, p. 15–16; Sustainable mobility, p. 17–18; Circularity & natural resources, p. 20, Ongoing dialogue with stakeholders, p. 25–26; Environmental Sustainability, p. 27, 33, 38; Social Sustainability, p. 39; Ethical business conduct, p. 43–44			
ECONOMIC STANDARDS					
GRI 201: Economic performance (2016)					
201-1	Direct economic value generated and distributed	Ethical business conduct, p. 45			
201-2	Financial implications and other risks and opportunities due to climate change	Environmental sustainability, p. 27; Financial review, p. 35; webpage: https://www.citycon.com/sustainability/carbon-neutral-by-2030	Reported partly, the financial implications not disclosed.		

GRI Standards disclosure		Location	Comments	EPRA Sustainability BPR	Coverage % (EPRA sBPR)
GRI 203: Indirect economic impacts (2016)					
203-2	Significant indirect economic impacts	Message from our CEO, p. 5; Community hub, p. 13–14; Sustainable mobility, p. 17–18; Circularity & natural resources, p. 20; Community events 2023, p. 21; Financial review, p. 8–10			
GRI 205: Anti-corruption (2016)					
205-1	Operations assessed for risks related to corruption	GRI index	Citycon Code of Conduct is applied in all significant business relationships. Compliance risk assesment covering all Code of Conduct key elements started in 2022, assesment project still underway.		
205-2	Communication and training about anti-corruption policies and procedures	Ethical business conduct, p. 43; GRI index	Reported partly. Total number and percentage of governance body members that have received training on anti-corruption broken down by region is not reported.		
205-3	Confirmed incidents of corruption and actions taken	Ethical business conduct, p. 43; GRI index	No fraud, bribery, or corruption cases were brought to the company’s attention during 2023.		
GRI 206: Anti-competitive behavior (2016)					
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	GRI index	No cases in 2023.		
ENVIRONMENTAL STANDARDS					
GRI 302: Energy (2016)					
302-1	Energy consumption within the organization	Environmental sustainability, p. 28; Reporting principles, methodology and boundaries, p. 46		Elec-Abs, Elec-LfL, DH&C-Abs, DH&C-LfL, Fuel-Abs Fuels-LfL	
302-3	Energy intensity	Environmental sustainability, p. 27–28; Reporting principles, methodology and boundaries, p. 46			
302-4	Reduction of energy consumption	Environmental sustainability, p. 27–29; Reporting principles, methodology and boundaries, p. 46			
CRE 1	Building energy intensity	Environmental sustainability, p. 27–28; Reporting principles, methodology and boundaries, p. 46–47		Energy-Int	97
GRI 303: Water and Effluents (2018)					
303-1	Interactions with water as a shared resource	Environmental sustainability, p. 33; Reporting principles, p. 47; GRI index	Reported partly. Citycon does not operate in areas of water-stress, and its centres are not heavy users of water. Citycon aims to ensure efficient water use and reporting of it.		
303-5	Water consumption	Environmental sustainability, p. 33		Water-Abs; Water-LfL	
CRE 2	Building water intensity	Environmental sustainability, p. 33, 34; Reporting principles, methodology, and boundaries, p. 47		Water-int	
GRI 304: Biodiversity (2016)					
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Environmental sustainability, p. 38; GRI index	Reported partly. Citycon’s properties are not located in protected land areas.		

GRI Standards disclosure		Location	Comments	EPRA Sustainability BPR	Coverage % (EPRA sBPR)
GRI 305: Emissions (2016)					
305-1	Direct (Scope 1) GHG emissions	Sustainability key figures, p. 6; Carbon neutrality, p. 11–12; Environmental Sustainability, p. 27, 30–32; Reporting principles, methodology, and boundaries, p. 46–47		GHG-Dir-Abs; GHG-Dir-LfL	97, LfL 100
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability key figures, p. 6; Carbon neutrality, p 11–12; Environmental Sustainability, p. 27, 30–32; Reporting principles, methodology, and boundaries, p. 46–47		GHG-Indir-Abs; GHG-Indir-LfL	97, LfL 100
305-3	Other indirect (Scope 3) GHG emissions	Carbon neutrality, p. 11–12; Environmental Sustainability, p. 27, 30–32; Reporting principles, methodology, and boundaries, p. 46–47		GHG-Indir-Abs	97, LfL 100
305-5	Reduction of GHG emissions	Carbon neutrality, p. 11–12; Environmental Sustainability, p. 27–32, Reporting principles, methodology, and boundaries, p. 46–47			
CRE 3	Greenhouse gas emissions intensity from buildings	Environmental sustainability, p. 31; Reporting principles, methodology, and boundaries, p. 47		GHG-Int	97, LfL 100
GRI 306: Waste (2020)					
306-1	Waste generation and significant waste-related impacts	Environmental sustainability, p. 33, 38			
306-2	Management of significant waste- related impacts	Environmental sustainability, p. 33; Reporting principles, methodology, and boundaries, p. 47; GRI index	Reported partly. Waste management is conducted by a third party in line with local legal requirements.		
306-3	Waste generated	Environmental sustainability, p. 35–37; Reporting principles, methodology, and boundaries, p. 47		Waste-Abs Waste-LfL	
306-4	Waste diverted from disposal	Environmental sustainability, p. 35–37; Reporting principles, methodology, and boundaries, p. 47	Reported partly, hazardous waste not reported separately.		
306-5	Waste directed to disposal	Environmental sustainability, p. 35–37; Reporting principles, methodology, and boundaries, p. 47	Reported partly, hazardous waste not reported separately. Incinerated waste is used for energy production.		
SOCIAL STANDARDS					
GRI 401: Employment (2016)					
401-1	New employee hires and employee turnover	Social sustainability, p. 40–42; GRI index	New employee hires are not reported by age group and region, due to the relatively small number of employees.	Emp-Turn	
401-3	Parental leave	Social sustainability, p. 40; GRI index	Reported partly, employees returning to work after parental leave reported.		
GRI 402: Labor/management relations (2016)					
402-1	Minimum notice periods regarding operational changes	GRI Index	Citycon complies with local legislation and regulations. Statutory negotiations between the employer and employees take place within a co–operation group. Employee representatives are elected for a term of two years at a time. The group discusses matters affecting the entire personnel.		
GRI 404: Training and education (2016)					
404-2	Programs for upgrading employee skills and transition assistance programs	Social sustainability, p. 39; GRI index	Reported partly, training programs to upgrade employee skills reported.		
404-3	Percentage of employees receiving regular performance and career development reviews	Social sustainability, p. 39		Emp-Dev	

GRI Standards disclosure		Location	Comments	EPRA Sustainability BPR	Coverage % (EPRA sBPR)
GRI 405: Diversity and equal opportunity (2016)					
405-1	Diversity of governance bodies and employees	Social sustainability, p. 39–42; Corporate governance statement, p. 9	The data about the age distribution of the Board of Directors is not separately reported, but the birth years of each member of the Board of Directors are reported.	Diversity-Emp	
405-2	Ratio of basic salary and remuneration of women to men	Social sustainability, p. 42		Diversity-Pay	
GRI 406: Non-discrimination (2016)					
406-1	Incidents of discrimination and corrective actions taken	GRI index	No such cases were brought to the company's attention in 2023.		
GRI 407: Freedom of association and collective bargaining (2016)					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	GRI index	No such risks in operating areas.		
GRI 410: Security practices (2016)					
410-1	Security personnel trained in human rights policies or procedures	GRI index	Reported partly. Citycon's Head of Security has been trained as well as other relevant personnel.		
GRI 413: Local communities (2016)					
413-1	Operations with local community engagement, impact assessments, and development programs	Community hub, p. 13–14; Sustainable mobility, p. 17–18; Community events 2023, p. 21; Ongoing dialogue with stakeholders, p. 25–26		Comty-Eng, H&S Asset	
GRI 414: Supplier social assessment (2016)					
414-1	New suppliers that were screened using social criteria	GRI index	No screenings. Citycon's Business Code of Conduct applied to all material business relationships.		
GRI 415: Public policy (2016)					
415-1	Political contributions	Ongoing dialogue with stakeholders, p. 26			
GRI 416: Customer health and safety (2016)					
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	GRI index	No incidents of non-compliance with regulations or voluntary codes.	H&S-Comp	
CRE 8	Type and number of sustainability certification, rating and labeling schemes for new construction, management, occupation and redevelopment	Goals of our sustainability strategy, p. 10; Excellence in action: upholding transparency and credibility, p. 15–16; Environmental sustainability, p. 38; Ethical business conduct, p. 44		Cert-Tot	100



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