



HANDBOOK

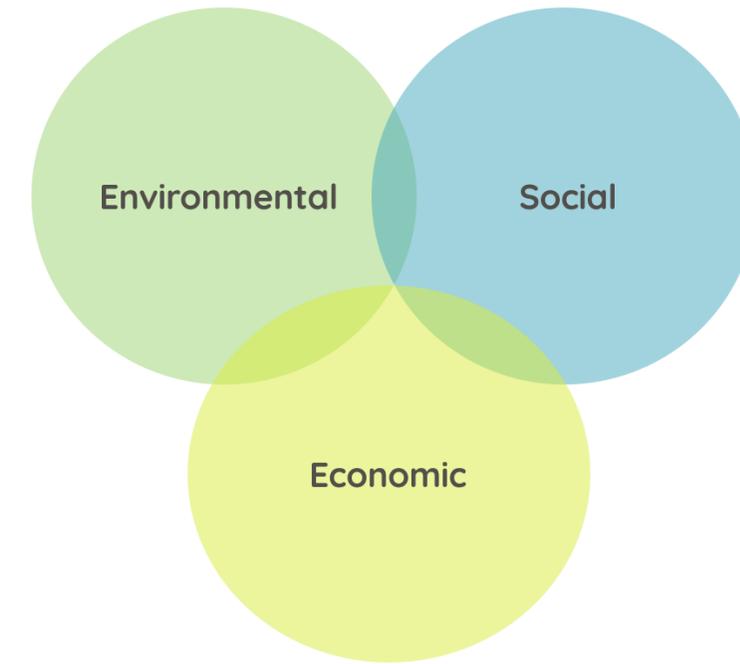
FOR
**SUSTAINABLE
CHOICES**

2021

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HOW WE UNDERSTAND SUSTAINABILITY

We want smartvillage to develop and grow in a sustainable way. For us, sustainability consists out of 3 aspects, including **economic** and **social development** as well as **environmental protection**. smartvillage stands for long-term growth without negatively impacting social, environmental, or cultural aspects that go ahead with the work that we do on a daily basis and in the long run.

WHY WE'D LIKE TO BECOME A GREENER COMPANY

"I'm incredibly happy, that we're a team that shares the same vision of becoming a place where sustainability and social responsibility are key values. At smartvillage, we welcome up to 50.000 people per year and deal with high amounts of food, electricity, water, and other natural resources. Since we decided to become climate neutral, it felt wrong to just pay off our existing CO2 emissions. Therefore, we created behavioral guidelines to become as sustainable as possible upfront. On top of that, we created a social responsibility program to help non-profit organizations or people in need with our resources, e.g. leftover food, network, rooms, and know-how. I hope, we will inspire others to follow, as we have been inspired by others before."

Lukas Koppitz, Founder & CEO





OUR 3 PHASE MODEL TO SUSTAINABILITY

OUR 3 PHASE MODEL TO SUSTAINABILITY

01 BECOMING SUSTAINABLE UPFRONT

Behavioral changes of our team focusing on the consumption of electricity, water, paper, can contribute to the goal of CO2 reduction. We decided to write down all aimed changes in **a practice guide** for more daily sustainability!

02 BECOMING CLIMATE NEUTRAL BY COMPENSATING THE REMAINING EMISSIONS

Behavioral changes always need to be **the first step**. But since smartvillage is a physical location, there will always be remaining CO2 emissions. Therefore, our unavoidable greenhouse gas emissions have been fully offset - certified by Climate Partner. **So we're 100% climate neutral!**



03 GETTING SOCIAL RESPONSIBLE

Sustainable decisions can't be done alone by taking care of environmental aspects. To improve our Corporate Social Responsibility, we **started to proactively support some Munich-based social or socio-economic initiatives!**





BECOMING SUSTAINABLE UPFRONT

IMPLEMENTATION PROCESS

Implementing sustainable behavior isn't easy. This is a journey that involves our daily structures and processes. Therefore, it's not done by a task team alone, but requires the effort and commitment of a whole team.



IMPLEMENTING SUSTAINABILITY

01

ADDRESS →

We asked ourselves: **In which fields or daily work tasks can we be more sustainable** or where should we find more sustainable solutions?

02

PREPARATION →

In order to have everybody on board, we asked for the team's **commitment** in a Kick-Off workshop and **established an internal sustainability task team.**

03

PRIORITIZE FIELDS OF ACTION →

Our team reflected on our sustainable actions and looked for ways to act in an even more environmentally friendly way. We decided to start with the actions, that have **the biggest sustainable impact** and are **fast and easy to implement!**

04

IDENTIFICATION/ CALCULATION OF EMISSIONS →

We searched for a partner to offset our remaining emissions! Together with Climate Partner, we defined **assessment factors** according to the ESG criteria including e.g. mobility aspects, our energy provider or our office materials.

05

COMMUNICATION

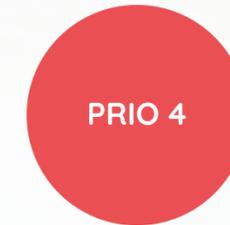
Everybody in our team needs to be informed about project steps and timelines. **This handbook** as well as **practical guidelines** for different company areas support the idea of being as transparent as possible.

PRIORITIZE FIELDS OF ACTIONS

When introducing new tasks to improve the environmental performance of our company, we have created a measure-impact scale that allowed us to calculate the relevance of our measures more effectively. We decided to divide the scale into 4 areas regarding their priority level.



OUR PRIORITY AREAS



Area 1 includes tasks that are easy to implement, as well as those that bring a big change (for instance, the measurement "vegetarian catering by default"). This means that our catering is normally vegetarian unless something else is specifically requested.

Area 2 represents those ideas that are more difficult to realize but can bring a bigger improvement at the same time. Separating plastic packaging from paper waste is one of our priorities. In this context, our request to provide an infrastructure for appropriate separation has already been communicated to the property manager.

Area 3 also consists out of goals, that have a lower influence than other tasks, but are easier to implement. Therefore, they have become our third priority.

Area 4 describes the tasks that account for the lowest impact as well as the highest effort. In conclusion, we decided to take care of these aspects at a later time.

MEASURE-IMPACT SCALE

SMALL

SECTORS

- E** ENERGY
- O** OFFICE
- M** MATERIAL
- C** CLEANING
- F** FOOD

M Internal "digital by default": Think of digital solutions first

M No paper bags at breakfast

F Offer vegetarian catering by default

M Reuse plastic and paper packaging that we get from company's orders

O Ecosia as a default search engine

C Eco-friendly detergent & cleaning alternatives

C Use towels instead of cleaning tissues

F Find sustainable alternatives for regularly occurring food orders

E Lights with motion detectors

M Purchasing plastic-free items if available and reusing at special events

M Digital by default in our workshops

F Donate remaining food

E Green energy provider

C Waste separation

EFFORT

BIG

SMALL

EFFECT ON A SUSTAINABLE DEVELOPMENT

BIG



OFFICE



FOOD



ENERGY

A PRACTICE GUIDE

FOR DAILY SUSTAINABILITY



MATERIAL



CLEANING



1.

CLEANING

Due to the big amount of people who visit smartvillage every day, daily cleaning becomes essential. In this area, we've already made good progress in order to become as sustainable as possible upfront.



CLEANING

- Use environmentally-friendly detergent drops ✓
- Use reusable bottles for cleaning products (e.g. glass cleaner) ✓
- Use washing powder instead of plastic tabs ✓
- Use towels instead of cleaning tissues ✓
- Work together with a climate-neutral cleaning company ✓
- Take care of waste separation

2.

ENERGY

Every day, more than 1200 m² of workspaces are supplied with energy at smartvillage. At the same time, many seemingly unremarkable tasks have a major impact on energy consumption. Therefore, raising awareness for the fields of improvement - for our community and our team - is important.



ENERGY

- Use energy-saving bulbs ✓
- Turn the lights off whenever they are not needed ✓
- Use natural lights whenever it is possible ✓
- Air conditioning and heating switch off automatically as soon as windows are open ✓
- Shut down technical devices automatically when not in use ✓
- Label glasses and cups so that they can be used again and do not have to be washed several times a day ✓
- Turn off all devices at the end of the day ✓
- Lights with motion detectors ✓





3.

FOOD

Since we want our guests to enjoy regional, healthy and environmentally friendly food on a daily basis, we have made it our mission not only to cooperate with a climate-neutral catering partner but also to take care of food leftovers at the end of each day.



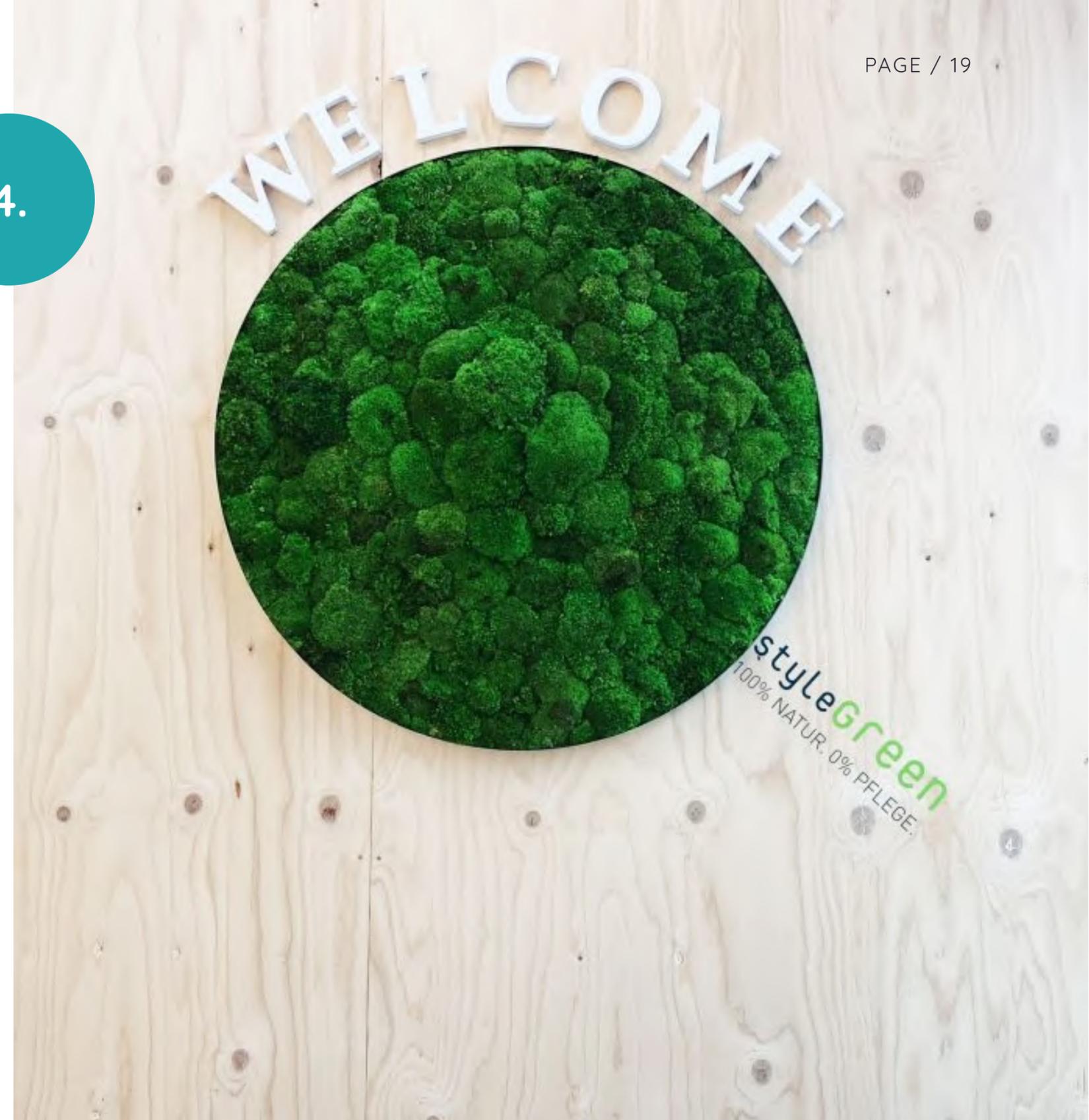
FOOD

- Work with climate-neutral catering partners and suppliers ✓
- Donate remaining food at the end of the day ✓
- Find sustainable alternatives for regularly occurring food orders (sugar, milk, etc.) ✓
- Offer vegetarian catering by default ✓
- Offer plant-based milk alternatives ✓
- Take care that coffee beans are delivered in reusable containers ✓

4.

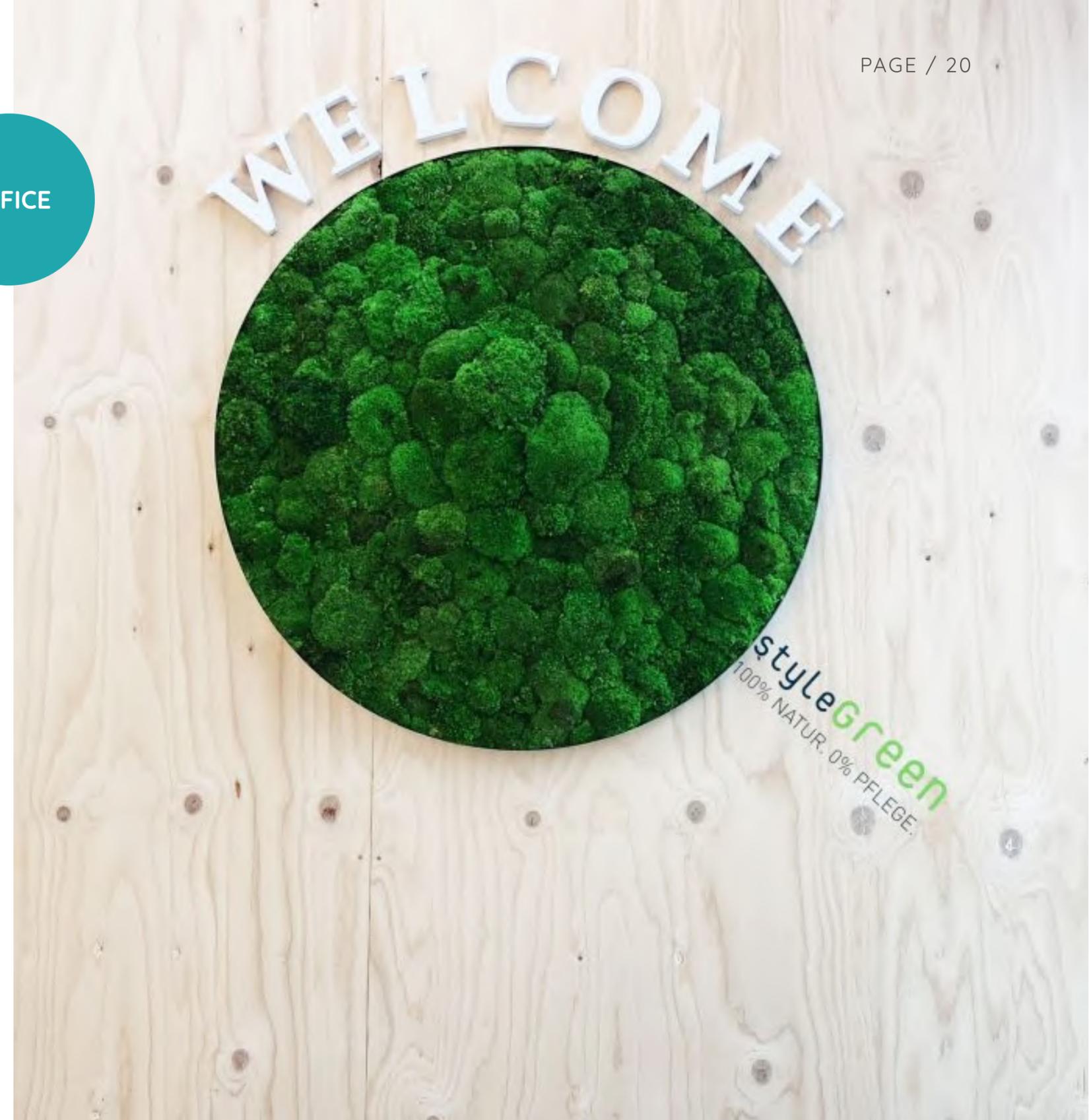
OFFICE & FURNITURE

Besides our hospitality area, our staff also has its own offices at smartvillage, including finance, marketing, and sales. In this regard, we also try to work in an eco-friendly way on a daily basis.



OFFICE

- Internal “digital by default”: think of digital solutions first ✓
- Ecosia as a default search engine
- Reusable sheet for daily notes ✓
- Reuse printed paper that’s not needed anymore ✓
- Prefer sustainable outfitters and furniture that’s made out of recyclable materials ✓
- Power save mode for equipment ✓





5.

MATERIALS

The traditional agile workshop room usually consists out of flip charts, paper rolls, and post-its. By offering digital and eco-friendly alternatives, we're trying to reduce our ecological footprint. By the way, did you know that smartvillage and its partners will design the first agile workshop room in Germany, that consists out of 100% recyclable materials? A german lighthouse project for circularity in the meeting place!



MATERIAL

- Purchase plastic-free items if available ✓
- Reuse decoration for special events and avoid plastic decoration at all ✓
- Reuse plastic and paper packaging that we get from company's orders ✓
- Provide and promote high-quality digital tools in our workshop spaces to reduce paper usage and waste ✓
- Use refillable flip chart and whiteboard markers ✓



BECOMING CLIMATE NEUTRAL

smartvillage GmbH

klimateutraler Unternehmen 2022



Unterstütztes Klimaschutzprojekt

**Wasserkraft
Virunga
D.R. Kongo**

70.831 kg CO₂e

kompensiert

smartvillage GmbH



SMARTVILLAGE IS CLIMATE NEUTRAL

This means, that the carbon footprint of our company, our events, products and services has been calculated on the basis of internationally recognized standards and fully offset by supporting international climate protection projects.

OUR OFFSET-PROJECT

The illegal charcoal from trees in the Virunga is the only source of energy for the local population there. Without activating alternative energy sources, the Virunga forest will be completely cut down in ten years. This is the reason for our climate protection project: **a small hydropower plant with a current capacity of 13.6 megawatts that generates electricity for 30,000 inhabitants.** Meanwhile, 5,000 households have already been connected to the local power grid.

Hydropower, creating
resilience



Hydropower
Virunga
DR Congo

Verified by
TÜV NORD CERT GmbH

46.000 t CO₂
Annual volume





BEING
SOCIAL RESPONSIBLE



SOCIAL INITIATIVES PORTFOLIO



OUR SOCIAL INITIATIVES



"socialbee" is an organization founded in 2016 that helps socially disadvantaged people, especially refugees, to find a job and get permanent employment. Their support program includes financial support for public transport, free German courses and a fixed salary. They also support companies on their way towards equal job opportunities and educate them on providing an inclusive work environment.



"Green City e.V." was founded in 1990 as an association and is now one of Munich's largest environmental organizations. They organize numerous projects, such as providing the "Green City Kangaroos" (free cargo bikes for climate-neutral transport), environmental education in schools, as well as services for businesses, such as the greening of buildings and urban gardening.



"Über den Tellerrand" is a 2013-founded organization that brings people from different backgrounds together through culinary, creative, or sportive activities. Their goal: break barriers and create tolerance at all levels. With "Kitchen on the Run", they even bring their cooking events to different cities. By the way, we recommend visiting their "Über-den-Tellerrand-Café" in Munich.



QUESTIONS?

STEFFI RAAB

COMMUNICATION AND MARKETING



PIA MARGETH

HOSPITALITY AND BACK-OFFICE



LUKAS KOPPITZ

FOUNDER AND CEO

