

UPDATED ENVIRONMENTAL STATEMENT 2017

ProCredit Institutions in Germany



Information about this statement

This updated Environmental Statement is the second since the complete validation of the environmental management system of the ProCredit institutions in Germany in 2015 and covers the 2017 calendar year.

The circumstances described in the 2015 and 2016 environmental statements continue to apply for this statement, as there have been no significant changes at the locations. The following sections of the statement are unchanged and will not be repeated here:

- The ProCredit group at a glance
- Our environmental principles
- Implemented environmental measures in recent years – milestones
- The ProCredit approach to environmental management
- Context of Environmental Management System
- Life cycle assessment

The scope of the statement and the EMAS validation includes the following four institutions:

- ProCredit Holding AG & Co. KGaA, Rohmerplatz 33-37, 60486 Frankfurt am Main
- ProCredit Bank AG, Rohmerplatz 33-37, 60486 Frankfurt am Main
- ProCredit Academy GmbH, Hammelbacher Straße 2, 64658 Fürth
- Quipu GmbH, Königsberger Straße 1, 60487 Frankfurt am Main

The first Environmental Statement for 2015, as well as further information material on the subject of environmental protection and sustainability at ProCredit, can be downloaded from our website via the following link: <https://www.procredit-holding.com/downloads/>

The next validated consolidated Environmental Statement will be published in December 2019.

List of abbreviations and names

CO₂eq	Carbon dioxide equivalent
E&S	Environmental and Social
EE	Energy efficiency
EMS	Environmental Management System
ESG	Environmental Social Governance
EU	European Union
EUR	Euro
GEM	Group Environmental Management
GHG	Greenhouse gas
GR	Environmentally friendly projects, environmental protection measures
IPC	Internationale Projekt Consult GmbH
kWh	Kilowatt hours
LED	Light-emitting diode
PCA	ProCredit Academy
PCB	ProCredit Bank
PCH	ProCredit Holding
PP	Per person
PV	Photovoltaic
RE	Renewable energy
SME	Small and medium-sized enterprises
SSX	Social Stock Exchange



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1. Foreword

In 2017 notable progress continued to be made in the area of environment and social responsibility in the ProCredit group of banks, which focuses on SMEs in South Eastern and Eastern Europe and also operates banks in Germany and South America. Developments are visible in every aspect of our EMS – which aims to minimise our direct and indirect environmental impact, increase the environmental awareness of our clients and ensure that our social impact is positive – and this trend is likewise reflected in related areas such as external communication and fundraising.

Since 2016, the shares of ProCredit Holding AG & Co. KGaA, the parent company of the group, have been listed on the Frankfurt Stock Exchange's Prime Standard. This provides access for investors who identify with our business policies, including our comprehensive sustainability and environmental strategies. In addition, in May 2017 we became a member of the Social Stock Exchange (SSX) – Europe's only public market dedicated to providing opportunities to invest in companies with a positive impact on society and the environment. Membership was granted after the ratification of our Impact Report, which was approved by the SSX's independent admission committee. The report, which covers 2016, was published by both the SSX and PCH.

In order to continue communicating about our environmental and social successes, in March 2018 we then published our first Group Impact Report for the 2017 financial year in accordance with the international standards set by the Global Reporting Initiative (GRI). The ProCredit Impact Report describes our ESG approach and also provides insight into the related challenges facing the ProCredit banks in their daily business.

In 2017, further efforts were made to advance e-mobility in our group, for example by continuing to replace diesel and petrol-powered vehicles with energy-efficient electric and hybrid automobiles. More environmentally sound vehicles like these now make up over half of our vehicle fleet, and we will continue to improve in the future.

At the same time, our banks have been encouraged to continue installing PV units where possible in order to increase the level of electricity they produce with renewables and thus also reduce CO₂ emissions¹ in the group.

The milestones listed above represent significant progress in terms of how we view our environmental and social responsibility, and they also provide examples from the ProCredit group's comprehensive sustainability concept, which we will continue to implement in the future.

You can find out more about the subject of sustainability at ProCredit on our website² or read through our more extensive 2015 EMAS Environmental Report, which presents our EMS in greater detail. We would particularly recommend that you take a look at the ProCredit Impact Report, which was produced in line with GRI standards and is published on our website.

¹) Applies to CO₂eq.

²) <https://www.procredit-holding.com/downloads/>

2. Development of environmental aspects and impacts

Environmental aspects are elements or features of the business activities of an organisation that can have environmental impacts. These environmental aspects are categorised as direct and indirect.

Direct environmental aspects are those associated with the activities, products and services of the organisation over which it has direct control. Paper consumption and the generation of waste or emissions, for example, can be considered direct aspects, as they are directly linked to the activities carried out on ProCredit premises and can therefore be controlled.

Indirect environmental aspects can result from the interaction of an organisation with third parties, which can be influenced by the organisation to a reasonable degree, such as the environmental performance of contractors, the procurement of office materials or food, etc. The environmental performance of the ProCredit banks is also an indirect aspect for ProCredit Holding, as is the environmental performance of clients for ProCredit Bank Germany.

As an aid to understanding the success of the various institutions, the environmental indicators monitored are compared with environmental indicators in Germany or at a European level, as well as with the EMAS benchmarks for the tourism sector in 2016³ (see Annex 8.5). The indicators used for comparison should not be understood as fixed targets, since our aim is to continuously improve the environmental performance wherever possible.

3. Direct aspects

The following section describes the most important direct environmental aspects of the ProCredit institutions in Germany.

Environmental data quality has continued to improve since 2016, as they are increasingly based on actual measurements rather than estimates. This applies, for instance, to waste data for ProCredit Holding. Items for which we still had to rely on estimates are shown in the footnotes of the tables below. The data are for full calendar years from 2015 to 2017.

There were no significant structural changes to the office or Academy premises in 2017. The data show where the institutions were able to improve their environmental performance as a result of newly introduced environmental measures, e.g. energy, water and paper consumption, and waste generation (both total and per employee).

³) The EMAS benchmarks are currently only relevant for the ProCredit Academy, as no benchmarks for the financial or IT sectors have been published yet. For this reason, other national and European averages are used for comparisons with ProCredit Bank Germany, ProCredit Holding and Quipu.

Table 1: Environmental parameters 2015 – 2017^{4,5}

Environmental parameters	Unit	Total			ProCredit Holding			ProCredit Bank Germany			Quipu			ProCredit Academy		
		2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
General data																
Employees ⁶	no.	302	298	326	110	100	107	62	65	73	98	102	115	32	31	32
Heated area ⁷	m ²	10,708	10,708	10,708	2,390	2,390	2,390	1,421	1,421	1,421	2,229	2,229	2,229	4,669	4,669	4,669
Overnight stays	no.	28,508	23,983	26,616	–	–	–	–	–	–	–	–	–	28,508	23,983	26,616
Cars (petrol)	no.	4.0	2.4	1.6	1.0	0.9	–	–	–	–	1.0	–	–	2.0	1.5	1.6
Cars (diesel)	no.	5.0	6.6	6.6	–	–	–	–	–	–	1.0	2.0	2.0	4.0	4.6	4.6
Cars (electric)	no.	–	0.3	1.0	–	0.3	1.0	–	–	–	–	–	–	–	–	–
Energy																
Electricity generation	kWh	50,889	46,936	50,392	–	–	–	–	–	–	–	–	–	50,889	46,936	50,392
Total energy consumption	kWh	1,582,587	1,552,607	1,477,251	324,302	337,815	329,010	136,457	107,596	111,559	228,378	255,691	244,935	893,451	851,505	791,747
Electricity ⁸	kWh	493,271	469,393	459,632	115,858	112,832	107,395	74,355	66,146	62,924	99,197	104,677	100,049	203,861	185,738	189,264
Cooling energy ⁹	kWh	66,390	66,635	66,635	66,390	66,635	66,635	–	–	–	–	–	–	–	–	–
Heating energy ¹⁰	kWh	901,338	877,211	816,477	133,007	150,238	153,789	62,102	41,450	48,635	116,292	136,554	132,302	589,937	548,969	481,751
Heating energy (weather adjusted) ¹¹	kWh	1,046,538	991,192	936,414	162,269	177,281	184,547	75,764	48,911	58,362	141,876	161,134	158,762	666,628	603,866	534,743
Liquid gas for cooking	kWh	12,486	10,202	10,202	–	–	–	–	–	–	–	–	–	12,486	10,202	10,202
Fuel	kWh	109,103	129,359	124,306	9,047	8,303	1,191	–	–	–	12,888	14,460	12,584	87,168	106,596	110,530
Air travel	km	2,811,996	2,535,059	2,815,989	875,033	962,206	1,050,135	227,879	168,371	241,370	1,576,530	1,105,070	1,310,113	132,554	299,412	214,371
Road travel	km	133,557	167,550	149,568	13,379	15,832	6,927	–	–	–	17,033	16,733	16,811	103,145	134,985	125,830

4) The data in the table refer to the total for the full year, apart from the data for employees, heated areas and cars, which refer to the average for each year.

5) Indicators not published for the 2015 or 2016 period are marked with an asterisk (*). Furthermore, in some areas the indicator for the 2016 period is not consistent with the published indicators in the environmental statement for 2016, as these have been updated in the meantime with the final data.

6) Data for employees represent the average for the respective year and include employees who are working in Germany, excluding staff on maternity and parental leave. Quipu's data refer only to staff working at the Frankfurt headquarters.

7) Data for heated area refers to office space, not including storage areas and parking spaces

8) Without electricity for electric cars

9) Cooling energy data are only available for PCH; for the other institutions, it is included in electricity consumption. The data for cooling energy in 2016 were updated on the basis of the statement of operating costs. For cooling energy in 2017, the data for 2016 cooling energy were used, as the 2017 data was not yet available.

10) Heating data for ProCredit Bank for 2016 were updated on the basis of the 2016 statement of operating costs.

11) The climate factors for the weather adjustment can be found in Annex 8.3.

Environmental parameters	Unit	Total			ProCredit Holding			ProCredit Bank Germany			Quipu			ProCredit Academy		
		2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Printer paper																
Total¹²	kg	3,924	3,428	3,440	1,824	1,359	1,151	735	609	370	345	288	336	1,021	1,172	1,584
Recycled	kg	2,574	2,125	2,564	1,824	1,359	1,151	735	609	370	–	142	336	15	15	708
FSC certified	kg	1,005	1,157	876	–	–	–	–	–	–	–	–	–	1,005	1,157	876
Non-recycled	kg	345	147	–	–	–	–	–	–	–	345	147	–	–	–	–
Water																
Water consumption ¹³	m ³	8,255	7,271	7,613	831	874	810	533	617	673	602	666	800	6,289	5,114	5,329
Waste¹⁴																
Total	kg	112,629	96,655	94,094	24,246	21,857	9,565	12,711	13,218	13,938	6,715	6,700	15,321	68,957	54,960	55,270
Residual	kg	33,926	27,396	17,751	11,480	10,125	677	6,826	6,826	6,826	5,438	4,173	1,495	10,182	6,272	8,752
Paper	kg	16,531	16,384	21,370	7,823	5,823	5,103	2,959	2,878	3,479	600	1,996	7,782	5,150	5,687	5,006
Plastic	kg	10,262	10,096	10,205	4,554	4,554	460	2,708	2,708	2,708	–	129	4,860	3,000	2,705	2,178
Organic	kg	38,400	34,161	38,717	–	1,355	1,112	–	806	806	–	–	–	38,400	32,000	36,800
Grease ¹⁵	kg	12,000	8,000	2,400	–	–	–	–	–	–	–	–	–	12,000	8,000	2,400
Used fat	kg	225	216	54	–	–	–	–	–	–	–	–	–	225	216	54
Electronic ¹⁶	kg	1,284	402	3,597	389	–	2,214	218	–	119	677	402	1,184	–	–	80
Emissions¹⁷																
Total CO₂eq emissions	t	880	784	879	323	336	357	77	52	75	400	249	357	80	147	90
Total CO ₂ eq emissions (without offsets)	t	824	534	496	323	335	357	21	13	12	400	39	37	80	147	90

12) Quipu began collecting data about the consumption of printer paper in April 2015; data for the previous months in 2015 have been extrapolated.

13) Water data for ProCredit Bank for 2016 were updated on the basis of the 2016 statement of operating costs

14) ProCredit Holding and ProCredit Bank did not have separate disposal of organic waste in 2015. From 2017 Quipu has separate containers for packaging and paper waste.

15) Data for waste from the grease trap are calculated based on the volume of the storage containers and the number of pick-ups that are made.

16) Data for Academy e-waste in 2015 are, with the exception of small parts, included in the data for Quipu.

17) Conversion factors for emissions are stated in Annex 8.4. Only the CO₂eq emissions could be obtained from the electricity supplier. All other emission data were obtained using the GEMIS model, taking as a basis the average German energy mix. The GEMIS model provides a very conservative estimate, since all of our institutions obtain an energy mix from energy suppliers with an above-average proportion of renewable energy sources.

Environmental parameters	Unit	Total			ProCredit Holding			ProCredit Bank Germany			Quipu			ProCredit Academy		
		2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Electricity (incl. cooling energy)¹⁸																
CO ₂ eq	t	81	45	–	74	43	–	6	2	–	1	1	–	–	–	–
SO ₂	kg	152	32	–	50	30	–	20	2	–	27	–	–	55	–	–
NO _x	kg	272	48	–	89	46	–	36	2	–	48	–	–	99	–	–
Particulate matter	kg	18	2	–	6	2	–	2	–	–	3	–	–	7	–	–
Heating¹⁹																
CO ₂ eq	t	96	106	92	33	38	38	16	10	12	29	34	33	18	24	9
SO ₂	kg	20	26	12	2	2	2	1	–	1	1	2	2	16	21	8
NO _x	kg	70	77	68	25	28	29	12	8	9	22	25	25	12	16	6
Particulate matter	kg	4	4	3	1	1	1	–	–	–	1	1	1	1	2	1
Business travel																
CO ₂ eq fuel	kg	34,086	40,378	38,186	2,814	2,535	–	–	–	–	4,019	4,520	3,939	27,253	33,323	34,247
CO ₂ eq air travel (direct)	kg	251,400	231,605	280,415	81,919	96,497	118,826	21,699	15,515	25,251	135,076	83,461	118,935	12,706	36,132	17,403
CO ₂ eq air travel (indirect)	kg	414,577	357,941	465,170	130,628	156,238	199,864	34,072	24,355	37,285	231,029	126,350	201,313	18,848	50,998	26,708
Liquid gas for cooking																
CO ₂ eq	t	3	3	3	–	–	–	–	–	–	–	–	–	3	3	3
SO ₂	kg	1	1	1	–	–	–	–	–	–	–	–	–	1	1	1
NO _x	kg	2	2	2	–	–	–	–	–	–	–	–	–	2	2	2
Particulate matter	kg	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–

18) Emissions from the electricity consumption of the Academy and Quipu are considered zero as these institutions have a contract with a renewable energy supplier. As of June 2016, this also applies for the premises of ProCredit Bank Germany, and since August 2016, for those of ProCredit Holding.

19) Due to the renewable origin of the input material, pellet heating at the Academy is considered to have zero emissions; the emissions shown arise from the oil heating system that serves as a back-up for the pellet heating system.

Table 2: Core annual indicators for 2015 - 2017 in accordance with EMAS III

Indicator	Unit	Total			ProCredit Holding			ProCredit Bank Germany			Quipu			ProCredit Academy		
		2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Energy																
Total energy/employee	kWh/pp	5,246	5,210	4,528	2,948	3,378	3,087	2,213	1,655	1,530	2,330	2,507	2,131	27,920	27,468	24,874
Total energy/overnight stay	kWh/night	-	-	-	-	-	-	-	-	-	-	-	-	31	36	30
Electricity (incl. cooling energy)/employee	kWh/pp	1,855	1,799	1,613	1,657	1,795	1,633	1,206	1,018	863	1,012	1,026	871	6,371	5,992	5,946
Electricity (incl. cooling energy)/Surface area	kWh/m ²	52	50	49	76	75	73	52	47	44	45	47	45	44	40	41
Heating energy/employee (weather adjusted)	kWh/pp	2,988	3,326	2,870	1,209	1,773	1,731	1,007	752	800	1,187	1,580	1,382	18,436	19,480	16,800
Heating energy/surface area (weather adjusted)	kWh/m ²	84	93	87	56	74	77	44	34	41	52	72	71	126	129	115
Fuel/employee	kWh/pp	362	434	381	82	83	11	-	-	-	132	142	110	2,724	3,439	3,473
Share of renewable energy (electricity, cooling and heating energy)	%	67 %	64 %	70 %	23 %	30 %	41 %	48 %	57 %	56 %	46 %	43 %	43 %	93 %	90 %	96 %
Materials																
Printer paper/employee	kg	13	12	11	17	14	11	12	9	5	4	3	3	32	38	50
Print paper/overnight stay	kg	0.04	0.05	0.06	-	-	-	-	-	-	-	-	-	0.04	0.05	0.06
Water																
Water/employee	m ³ /pp	27.4	24.4	23.3	7.6	8.7	7.6	8.6	9.5	9.2	6.1	6.5	7.0	196.5	165.0	167.4
Water/overnight stay	m ³ /night	0.2	0.2	0.2	-	-	-	-	-	-	-	-	-	0.20	0.21	0.20

Indicator	Unit	Total			ProCredit Holding			ProCredit Bank Germany			Quipu			ProCredit Academy		
		2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Waste																
Total waste/employee	kg/pp	373	324	288	220	219	90	218	203	191	69	66	133	2155	1770	1736
Total waste/overnight stay	kg/night	2.4	2.3	2.1	-	-	-	-	-	-	-	-	-	2.4	2.3	2.1
Emissions																
Total CO ₂ emissions/employee	t CO ₂ eq/pp	2.9	2.6	2.7	2.9	3.4	3.4	1.2	0.8	1.0	4.1	2.4	3.1	2.5	4.8	2.8
Total CO ₂ emissions (after offsets)/ employee	t CO ₂ eq/pp	2.7	1.8	1.5	2.9	3.4	3.4	0.3	0.2	0.2	4.1	0.4	0.3	2.5	4.7	2.8
Total CO ₂ emissions/overnight stay	kg CO ₂ eq/night	3.0	6.1	3.4	-	-	-	-	-	-	-	-	-	3.0	6.1	3.4
Biodiversity																
Heated area/employee ²⁰	m ² /pp	35	36	33	22	24	22	23	22	19	23	22	19	146	151	147

20) Because most of the buildings are rented, only the heated area and not the entire building area is taken into account.

3.1. Heat energy usage

For all four institutions, the 2017 heating energy consumption, as adjusted for climate, decreased again compared to the previous year (-6 %). This was due to the ProCredit Academy (-11 %) and Quipu (-1 %), which were able to significantly reduce parts of their own consumption. The positive developments in the Academy can be traced back to training measures for guests and the disposal of the second oil-fired boiler, and thus the decrease in oil consumption. At ProCredit Holding and ProCredit Bank, heat energy consumption increased by 4 % and 19 %, respectively.

Compared to the 133 kWh/m²*a²¹ German national average for office buildings, the specific heating energy consumption of ProCredit Holding (77 kWh/m²*a), ProCredit Bank Germany (41 kWh/m²*a) and Quipu (71 kWh/m²*a) were significantly lower. The consumption at ProCredit Academy (115 kWh/m²*a) was below the 136 kWh/m²*a²² average for hotels in Germany and also substantially lower than the environmental performance indicator of 180 kWh/m²*a according to EMAS²³.

With respect to the number of employees, this translates to 1,731 kWh/pp for ProCredit Holding, 800 kWh/pp for ProCredit Bank Germany and 1,382 kWh/pp for Quipu. In comparison, the national average for office buildings is 5,463 kWh/pp²⁴. At 16,800 kWh/pp consumption at the ProCredit Academy was below the average for the German hotel sector (18,269 kWh/pp)²⁵. Even when viewed in the context of the number of overnight stays, the heating energy consumption of the Academy (20.1 kWh/night) is below the corresponding value for hotels in Germany (28 kWh/night)²⁶.

3.2. Electricity consumption and generation

Overall, it was possible to slightly reduce the electricity consumption of all ProCredit institutions, with especially good figures at ProCredit Bank (-5 %) and Quipu (-4 %) due, for example, to the use of mini PCs at the bank. However, the goals set for 2017 were not completely achieved: for instance, investments in new, energy-efficient lighting at PCB Germany and ProCredit Holding had to be postponed and because there were 11 % more overnight stays at the Academy than planned, it was not possible to entirely offset this additional demand with the planned and implemented measures (training for guests and the replacement of heating pumps, inefficient lighting and a dryer).

The solar energy returns from PV cells at ProCredit Academy increased by 7 % in 2017 to 50,392 kWh, thus offsetting 27 % of electricity consumption at the Academy. Since 2017 all of the ProCredit institutions have consumed electricity from renewable energy sources during the entire year, with the switch of providers already completed during the previous period.

21) dena 2016: Energy efficiency of office buildings

22) Hotel und Energy 2015: Energy consumption and energy efficiency in hotel sector

23) EMAS 2016: Reference document on Best Environmental Management Practice in the Tourism Sector, incl. indicators for environmental performance and benchmarks of excellence for the tourism sector; Commission Resolution 2016/611 from 15 April 2016.

24) BMWi 2015: Energieverbrauch des Sektors Gewerbe, Handel, Dienstleistungen (GHD) in Deutschland für die Jahre 2011 bis 2013

25) BMWi 2015: Energieverbrauch des Sektors Gewerbe, Handel, Dienstleistungen (GHD) in Deutschland für die Jahre 2011 bis 2013

26) Hotel und Energy 2015: Energy consumption and energy efficiency in hotel sector

In terms of specific electricity consumption, all of our office-based institutions are well below the national average of 2,177 kWh/pp²⁷ for comparable businesses in Germany. The Academy's electricity consumption of 5,946 kWh/pp thus remained constantly below the national average of 7,829 kWh/pp²⁸ for the hotel sector, and at 41 kWh/m² was well below the EMAS benchmark²⁹ of 80 kWh/m². With respect to accommodations booked, electricity consumption of 7.1 kWh/night was below the comparative value of 12 kWh/night³⁰.

3.3. Fuel consumption of company vehicles

Overall, fuel consumption declined by 5 %, particularly as the trips for ProCredit Holding decreased. The 85 % reduction in fuel consumption for ProCredit Holding is not exclusively due to the drop in kilometres driven, which fell by 56%. The difference can be explained by the replacement of a petrol vehicle with a more efficient electric car. Fuel consumption for diesel vehicles at Quipu GmbH and ProCredit Academy increased by 8.7 % and 9.9 %, respectively, compared to the previous year. For the Academy, this is based on a decrease in the number of smaller cars; now there are almost exclusively small busses, which use more fuel but are necessary in order to provide departing guests with shuttle service between the Academy and Frankfurt airport.

3.4 Emissions

Overall, the business activities of the ProCredit institutions produced 870 t CO₂ eq in 2017. This represents an 11 % increase. As in the previous year, most of the direct and indirect emissions are due to the use of flights for international travel. The number of kilometres flown increased for all of the institutions except the Academy: it recorded a 28 % reduction, though the figure is still above the 2015 level. The reason behind this

development was, for example, Quipu's group-wide software centralisation project, which led to an increase in air travel.

Overall, only 11 % of the emissions are from heating energy consumption (incl. liquid fuel for cooking and pellet heating at the Academy) and 4 % from vehicle usage. Due to the selection of suppliers of electricity from renewable energy sources, consumption is now 100 % CO₂ neutral. Per person emissions increased only slightly, from 2.6 to 2.7 t CO₂ eq.

Despite the intensive use of alternative communication channels, such as video conferencing and VoIP, it is not possible to make large cuts in air travel without impacting our internationally oriented business activities. The institutions are therefore conducting an internal review of the options available for carbon offsetting in the future.

3.5 Food consumption

Food will continue to be purchased for all four institutions in compliance with environmental and social criteria such as regional origin, eco- or Fair Trade certification. At the Academy, the list of foods that are sourced from organic and/or regional farms is being expanded wherever possible.

27) BMWi 2015: Energieverbrauch des Sektors Gewerbe, Handel, Dienstleistungen (GHD) in Deutschland für die Jahre 2011 bis 2013

28) BMWi 2015: Energieverbrauch des Sektors Gewerbe, Handel, Dienstleistungen (GHD) in Deutschland für die Jahre 2011 bis 2013

29) EMAS 2016: Reference document on Best Environmental Management Practice in the Tourism Sector, incl. indicators for environmental performance and benchmarks of excellence for the tourism sector; Commission Resolution 2016/611 from 15 April 2016.

30) Hotel und Energy 2015: Energy consumption and energy efficiency in hotel sector.

3.6 Water consumption

Water consumption grew by 5 % overall, with ProCredit Bank, Quipu and the Academy recording 9 %, 20 % and 4 % increases, respectively. ProCredit Holding alone reported a reduction of 7 %. However, the level of water consumption per employee dropped by 4 % overall, with the 13 % reduction by ProCredit Holding making the greatest impact. In the office-based institutions, the average consumption per person now stands at 7.9 m³/pp, just below the national average of 8.1 m³/pp³¹. At the Academy, water consumption per overnight stay fell by 6 %, indicating the impact of the new shower heads. Here, the water consumption level of 0.2 m³/night is above the EMAS benchmark for accommodation businesses³² (0.14 m³/night), yet still well below the European average of 0.4 m³ per overnight stay³³.

3.7 Printer paper consumption

Paper consumption has improved considerably at both ProCredit Bank and ProCredit Holding; however, the figures for Quipu and ProCredit Academy showed the opposite trend, with the overall consumption for all institutions remaining largely unchanged from the previous year at around 3.4t. ProCredit Bank reported the strongest improvement with a reduction of 39 %. The substantial change at ProCredit Bank was due to the implementation of the project for process digitisation.

Paper consumption per employee fell by 8 %, from 12 kg/pp to 11 kg/pp.

Furthermore, all printer paper is meanwhile obtained from sustainable sources and is either from recycled paper or is FSC certified.

3.8 Waste generation

Overall, waste generation stands at 94t per year, a decline of 3 % compared to the 2016 level. One positive development is the lower volume recorded for residual waste, which was due to both improved waste separation and more precise data collection. There has been a corresponding increase in paper and organic waste.

For the office-based institutions, we still rely mostly on waste estimates as it is not possible to determine the precise amount for an individual part of a multi-party building. In order to improve data precision, ProCredit Holding now weighs its waste twice per year. On this basis, the waste amounts for ProCredit Holding are substantially lower in 2017 than the previous year due to our rather conservative estimates.

The total waste amount per employee was reduced by 11 % as well; although Quipu reported a strong increase, that change was due to an adjustment in the methodology for estimating paper and packaging waste.

At ProCredit Academy, the residual waste per overnight stay increased from 0.26 kg/night in 2016 to 0.33 kg/night in 2017 due to unusually higher waste levels in connection with renovation work at the end of 2017.

31) Wasserpraxis, Ein praktischer Leitfadens zum Wassersparen, Freie und Hansestadt Hamburg, Umweltbehörde, 2001

32) EMAS 2016: Reference document on Best Environmental Management Practice in the Tourism Sector, incl. indicators for environmental performance and benchmarks of excellence for the tourism sector; Commission Resolution 2016/611 from 15 April 2016.

33) ECOTRANS e.V. 2006: Umweltleistungen europäischer Tourismusbetriebe

Therefore, the Academy's residual waste generation of 0.26 kg/night still exceeds the 2016 EMAS benchmark of 0.16 kg/night³⁴, although it is far below the European average of 1.0 kg/overnight stay.³⁵

3.9 Land use

There were no changes in land use in 2017, except the fact that trees were again planted in the Academy's garden.

³⁴) EMAS 2016: Reference document on Best Environmental Management Practice in the Tourism Sector, incl. indicators for environmental performance and benchmarks of excellence for the tourism sector; Commission Resolution 2016/611 from 15 April 2016.

³⁵) ECOTRANS e.V. 2006: Umweltleistungen europäischer Tourismusbetriebe

4 Indirect aspects

The daily operations of the ProCredit institutions in Germany indirectly impact the environment in various ways. For example, the indirect influence of the parent company ProCredit Holding is determined to a large extent by the ProCredit banks, which also cooperate very closely with the parent company with regard to environmental and sustainability issues, while the indirect influence of the ProCredit bank in Germany is mainly contingent on the environmental impact of its customers. Particular attention should be paid to green finance, which helps ProCredit customers around the world to make environmentally friendly investments.

A more detailed description of the indirect environmental impacts, including the unchanged significance matrix of the environmental aspects of ProCredit institutions in Germany, as well as more information on green finance, can be found in the EMAS Environmental Statement 2015, as well as in other publications on the topic of sustainability on our website.

4.1 Green Loan Portfolio

The PCBs offer specialised loans for investments in energy efficiency, renewable energies and other environmentally friendly technologies and activities, as part of our aim to promote economic development that is as environmentally and socially sustainable as possible.

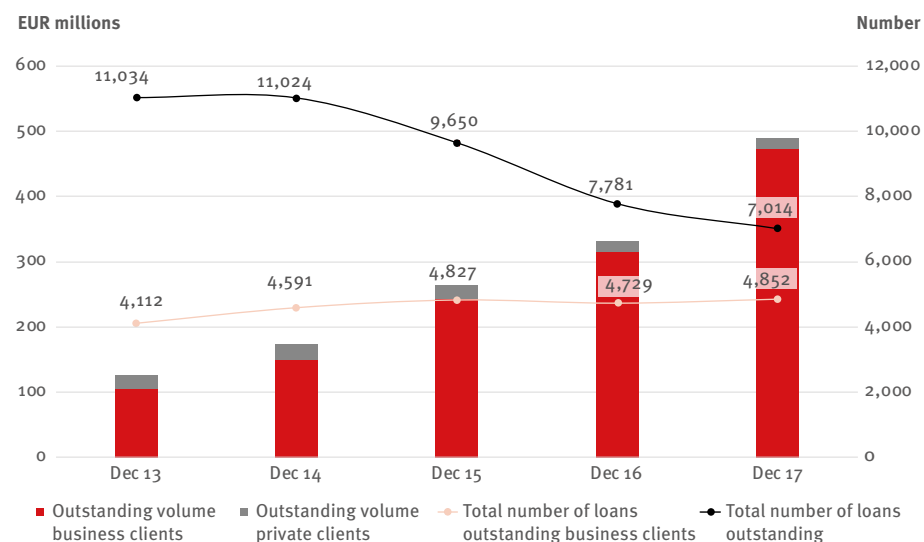


Figure 1: The ProCredit group's outstanding green loan portfolio for private and business clients, 2013-2017

Figure 1 shows the development of the green loan portfolio from 2013 to 2017. The green loan portfolio continued to grow during the period, from EUR 331 million in December 2016 to EUR 489 million in December 2017. As of end-December 2017, these loans accounted for 12.6 % of the total customer loan portfolio. We set a goal of 15 % by the end of 2018.

Figure 2 shows the composition of the green loan portfolio. The structure changed slightly compared to the previous year, which led to greater diversification of the portfolio. In December 2017, 66 % of the portfolio consisted of investments in energy efficiency, 14 % in renewable energies and 20 % in environmentally friendly technologies/environmental protection measures.

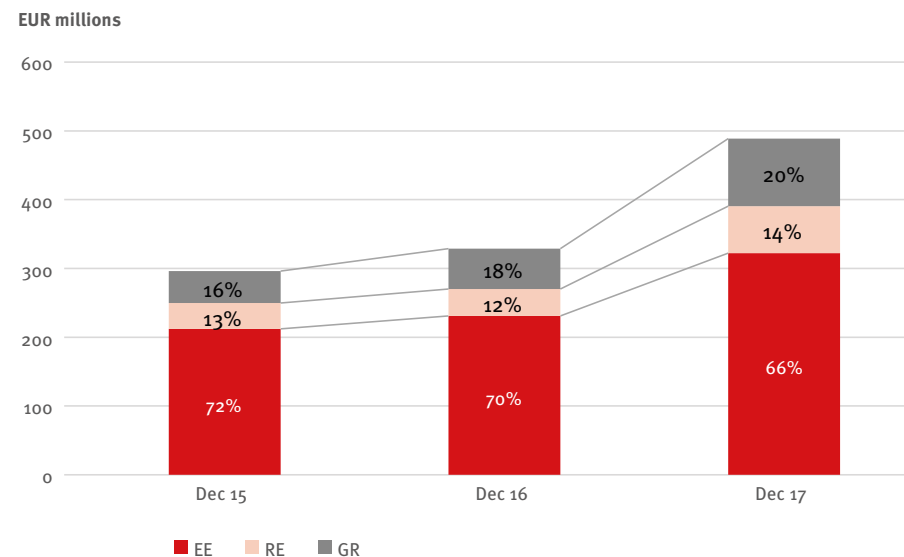


Figure 2: The ProCredit group's outstanding green loan portfolio, by investment type, December 2015-2017 (EE = Energy efficiency, RE = Renewable energy, GR = Environmental protection measures)

In order to support the positive development of the portfolio and to continuously develop the ProCredit approach to green finance, a workshop with the Environmental Coordinators of the ProCredit institutions and other environmental managers is organised twice a year. An EMS workshop was held in April 2017 with a focus on further developing the environmental management system and its three pillars. Furthermore, in September 2017 a Green Finance Seminar was held in which at least one management board member from every bank participated and strategic topics were addressed.

4.2 Environmental and social risks of our lending activities

In addition to performing a business analysis, we also assess our clients in terms of the impact their activities have on society and the environment.

Table 3 shows that the breakdown of the ProCredit group’s business and agricultural loan portfolio by environmental and social risk class has only changed slightly. In December 2017, 44 % of the business and agricultural loan portfolios were classified as posing a low environmental and social risk, 42 % were classified as posing a medium risk and 3.3 % a high risk. The strategy of the ProCredit group is reflected in the shifts in portfolio structure over the years, as clients in the primary sector are among the main target group and these are assigned to the medium or high E&S risk class. Therefore, a greater share of portfolio in these classes does not need to be considered a negative development, as it is merely the result of the general group strategy. Clients in these segments are subject to a comprehensive E&S risk assessment, with the aim of avoiding any risks or discussing opportunities for improvement with the client.

Table 3: Development of the ProCredit group’s business and agricultural loan portfolios by environmental and social risk class

Environmental and social risk class	2015		2016		2017	
	Volume (EUR million)	%	Volume (EUR million)	%	Volume (EUR million)	%
Low	2,005	55.8	1,738	55.8	1,696	48.8
Medium	1,515	42.1	1,293	41.5	1,659	47.7
High	76	2.1	83	2.7	123	3.5

4.3 Procurement and supplier management

In the procurement process, ProCredit institutions also aim to find environmentally friendly suppliers for office supplies, equipment, food, etc. in order to indirectly have a positive impact on the environment.

Procurement and supplier management remains unchanged compared to the previous year.

4.4 Staff awareness

The success of the EMS is inextricably linked to the environmental awareness of each and every ProCredit employee. For this reason, all our employees are trained in environmental issues, and new courses and trainings take place annually.

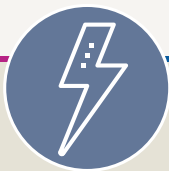
In 2017, the ProCredit group continued its efforts to develop the environmental awareness of its employees, both by conducting training courses and through poster campaigns (see Figure 3). In addition, environmental topics are part of the curriculum in the Banker and Management Academy and are intensively discussed in courses lasting several days.

How can I help to reduce energy consumption in my office?

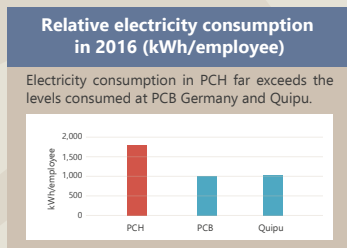
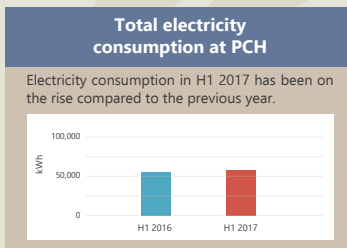
The environmental performance of ProCredit Holding is largely dependent on our behaviour. Fortunately, we can make a significant impact with a few simple measures.

Electricity

Tips on saving energy



- Unplug unused devices before leaving in the evening. Laptop and smartphones chargers consume power even if devices are not connected to them.
- Turn off the lights before leaving the premises.
- Try to use the stairs instead of the elevator. In addition to being environmentally friendly, it is also healthier!
- Minimise the use of AC by wearing clothing that is appropriate for the season.



Did you know...?

- Lighting a typical small office at PCH with LED lamps overnight wastes enough energy to heat water for around 175 cups of tea
- Leaving a computer monitor on overnight wastes enough energy to microwave six dinners
- Air conditioning an office for 1 extra hour a day uses enough energy in a month to power a TV for over a year

Did you know that at PCH, we...?

- Have had 100% carbon-neutral electricity from entirely renewable energy sources since August 2016
- Have reset monitors to power down automatically
- Have replaced conventional lighting with very energy-efficient LED lights in all offices
- Have configured an energy-saving sleep mode for all computers
- Plan to replace all corridor lighting with energy-efficient LED lighting by the end of the year
- Provide regular training to our staff on PCH's Environmental Management System

Source of information and calculations for "Did you know...?": <https://www.carbontrust.com/media/252410/carbon-trust-poster-calculations.pdf>

How can I help to reduce energy consumption in my office?

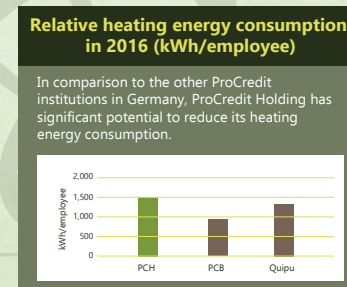
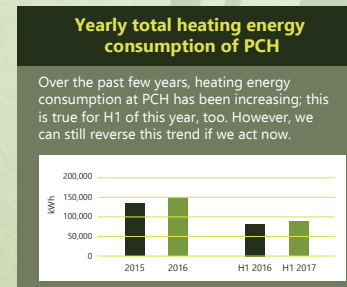
The environmental performance of ProCredit Holding is largely dependent on our behaviour. Fortunately, we can make a significant impact with a few simple measures.

Heating

Tips on saving energy



- The optimal temperature for a healthy working environment in wintertime is 21°C. To reach this temperature, we recommend setting the heaters at max. 2¼ during the day – marked by the sticker on the thermostats of each radiator.
- Turn the heaters to the lowest setting (★) before you go home – this temperature will allow for sufficient frost protection.
- Turn off the heating when you open the window.
- Dress appropriately inside the office for the respective season.



Did you know...?



- A window left open overnight in winter will waste enough energy to drive a small car over 55 km.
- By lowering the temperature setting by 1°C, we can decrease energy consumption by up to 6%¹.

¹ Source: Verbraucherzentrale Bundesverband e.V.

Figure 3: Environmental information poster about heating energy and electricity saving

5. Environmental objectives and programme (2017-2018)

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Electricity consumption 2017					
Reduce electricity consumption by 5 % compared to previous year	PCA	Continuously replace defective circulation pumps with electricity-saving pumps	Specific electricity consumption kWh/pp or kWh/overnight stay	Overall electricity consumption reduced by 8 % per overnight stay. Ongoing, four replaced in 2017	The objective of reducing electricity consumption was not achieved. Energy consumption increased by 2 %. This was based upon the 11 % increase in the number of overnight stays (from 2,633 kWh to 26,616 kWh). At the same time, the relative total energy consumption per overnight stay was reduced by 16 %.
		Increase energy awareness of the guests through communication measures (all new groups receive an introduction to the EMS) and carry out spot checks of the rooms		Ongoing	
		Replace lighting with LEDs in Language Centre		Replacement completed in language centre, classrooms, hallways and restaurant	
		Replace old dryer with a more energy-efficient model		Achieved: dryer replaced	
		Replace old glass washer with a more energy and water-efficient model		Achieved: glass washer replaced	
	PCH	Install LED lighting in offices and where appropriate, in corridors	Installed LEDs	Achieved: all offices and halls have LED lighting	Reduced electricity consumption by 3 % compared to previous year, from 179,467 kWh to 174,030 kWh. The objective was not achieved due to the delay in the switch to LED lighting.
		Introduce sleep mode and/or auto power-off for electronic devices (e.g. for PCs)	Configured sleep modes and automatic power-off modes	Achieved: Configured sleep modes and automatic power-off modes for PCs and monitors	
		Replace multifunction printers with printers that are verifiably environmentally friendly (e.g. Blue Angel certification)	Blue Angel or other verification	Achieved: multifunction printers all have Blue Angel verification	
Ongoing shift towards "green IT"	PCB	Equip new conference room equipped with an electronic white board with video conferencing capability	Availability of a white board	Achieved	Electronic white board available with video conferencing capability in new conference room.
		Replace multifunction printers with printers that are verifiably environmentally friendly (e.g. Blue Angel certification)	Electricity consumption		

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Electricity consumption 2018					
Reduce electricity consumption by 8 % per m ² compared to previous year	PCB	Lights replaced with LED where possible	Electricity consumption per m ²		
Reduce electricity consumption by 6 % per m ² compared to previous year	PCH	Reduce number of printers, replace old printers with multifunctional devices, implement follow-me printing systems	Electricity consumption per m ²		
		Analyse how motion detectors in hallways can be used better			
		Determine real consumption of air-conditioning systems			
Keep electricity consumption stable at 2017 level until 2020, including electricity produced on site	PCA	Continuously replace defective circulation pumps with electricity-saving pumps	Electricity consumption minus electricity produced / overnight stay		
		Increase energy awareness of the guests through communication measures (all new groups receive an introduction to the EMS) and carry out spot checks of the rooms			
		Replace lighting with LEDs in Language Centre			
		Install further PV cells for own use			

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Heating energy consumption 2017					
Reduce heating energy consumption by 5 % compared to previous year	PCA	Increase the energy awareness of guests and employees through communication measures on the economical use of hot water and heating - develop stickers for the different rooms	Specific weather adjusted heating energy consumption, kWh/night (average in 2015 compared to average in 2017)	Heating energy consumption per overnight stay in 2017 (20 kWh/night) was lower than in 2015 (-14 % from 23kWh/night) and 2016 (-20% from 25kWh/night).	Heating energy consumption (adjusted for weather) fell by 11 %, from 603,866 kWh to 534,743 kWh. The objective was thus fulfilled.
		Discontinue use of the 2nd oil-fired boiler		Measures were implemented	
Greenhouse gas emissions 2017					
Construct a CO ₂ -neutral swimming pool	PCA	Ensure that new swimming pool will not increase the Academy's CO ₂ emissions. Connect swimming pool to the pellet boiler. Install a solar thermal heating system and expand the photovoltaic system.	Technical planning and heat and power consumption	Swimming pool under construction; solar thermal heating system will not be installed, as these are insufficient for peak heated water consumption; instead, an energy-efficient gas-fired boiler and additional PC units will be installed.	
Offset CO ₂ emissions from flights (partial)	PCH	Conduct market review and select a credible provider (e.g. atmosfair, first climate, etc.)	Certificate	Postponed to 2019; review ongoing to determine if own offsetting project is possible.	Measures postponed to 2019 in order to gather more information
	Quipu			Achieved	atmosfair selected as supplier of CO ₂ offsets. 34,943 kg CO ₂ offset.

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Greenhouse gas emissions 2018					
Increase staff motivation to commute by bicycle in 2019	PCB	Improvement of bicycle parking area	% of staff commuting by bicycle		
		Review possibility to implement "Jobrad"			
Reduce the CO ₂ footprint		Reduce carbon footprint to the minimum and offset remainder with firstclimate	kg CO ₂ eq		
Reduction/offsetting of CO ₂ emissions	PCH	Find possibility for own offsetting project	kg CO ₂ eq		
		Improve collection of flight data			
By end-2019, reduce CO ₂ emissions of vehicles by 10 % compared to previous year	PCA	Replace diesel car with electric vehicle	kg CO ₂ eq from fuel consumption in y-o-y comparison		
Operate a CO ₂ -neutral swimming pool; the planned pool should not worsen PCA's CO ₂ balance		Mainly use pellet-fired boiler for heating, highly efficient gas-fired boiler for peak demand, and additional PV units	kg CO ₂ comparison year to year, once the pool has been in operation for at least one year (planned from Jan. 2019)		
Offset emissions from flights	Quipu	Offsetting flight emissions with atmosfair	Certificate		
Food consumption 2017					
Reduce the ecological footprint of food consumption	PCA	Offer two vegetarian options per meal	Meal plan	Ongoing	
Food consumption 2018					
Reduce the ecological footprint of food consumption	PCA	Offer two vegetarian options per meal	Meal plan		

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Paper consumption 2017					
Reduce paper consumption by 5 % compared to previous year	PCB	Implement a document management system for at least one department (process efficiency)	Number of printouts compared to 2016	Achieved: document management system successfully implemented for one department (Operations).	Printer paper consumption reduced compared to previous year by 39 %, from 609 kg to 370 kg. Printouts per employee decreased by 46 %.
Reduce paper consumption by 15 % compared to previous year	PCH	Carry out a project to optimise paper consumption: Analyse department processes; optimise and automate where possible	Paper consumption	Achieved: collection and reporting of data on consumption was reviewed and improved. The number of small printers was also reduced.	Printouts reduced by 15 %, from 1,359 kg in 2016 to 1,151 kg in 2017.
		Improve consumption data collection and reporting			
		Reduce the number of smaller printers in the different departments			
Reduce paper consumption by 10 % compared to previous year	Quipu	Introduce an ERP solution for the use of electronic documents in financial matters Introduce electronic signatures to sign contracts	Paper consumption	Partially implemented; achievement still pending	Reduction of paper consumption not achieved. The reason is the late switch to electronic documentation in financial matters in the second half of the year, as well as an HR project which required a large volume of documents with personal signatures. Introduction of digital signatures planned for 2018.

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Paper consumption 2018					
Reduce paper consumption by 5 % compared to previous year	PCB	Increase in process efficiency and awareness	Paper consumption per employee		
By 2019, reduce paper consumption by 10 % compared to previous year	PCH	Analyse possibilities to introduce digital signatures	Paper consumption per employee		
By 2018, reduce paper consumption by 10 % compared to previous year	Quipu	Print optimisation project through process digitisation	Paper consumption per employee		
Water consumption 2017					
Reduce drinking water consumption by 5 % compared to previous year	PCA	Raise awareness about saving water with stickers in the bathrooms and “stop” stickers on the toilet flushes	Specific water consumption (m ³ /overnight stay, average in 2015 compared to average in 2017)	Measure not implemented; instead, flushes to be replaced in 2018.	Total water consumption increased by 4 %. The objective was thus not fulfilled. Water consumption per overnight stay was nonetheless reduced by 6 % compared to the previous year, bringing it down to the 2015 level.
Reduce drinking water consumption by 5 % compared to previous year	PCH	Install faucet aerators at all sinks	Water consumption per employee	Water-saving tap aerators installed in all bathrooms and kitchens	Water consumption decreased by 7 %, from 874m ³ in 2016 to 810m ³ in 2017
Reduce wastewater generation by 5 % compared to previous year	Quipu	Adjust toilet flushes in all bathrooms	Water consumption per employee	Measure not implemented	Due to technical reasons, measure not implemented

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Water consumption 2018					
Keep water consumption at 2017 levels through 2020	PCA	Replace toilet flush with more efficient one Replace washing machine with more efficient model	Water consumption/ overnight stay		
Wastewater generation 2017					
Reduce the number of non-environmentally friendly cleaning products	PCB	Purchase own cleaning products or change cleaning company	Number of environmentally friendly cleaning products	Achieved: cleaning company switched to certified environment-friendly products.	All cleaning supplies are certified environment-friendly with the EU Eco label.
Waste production 2017					
100 % waste separation	PCA	Monitor waste separation by students and staff members	Volume of waste	Ongoing	
Improve waste separation und disposal	Quipu	Improve the waste separation process and disposal according to type of waste	Monitoring and control	Ongoing	Waste separation was improved with distinct containers for each type of waste. Staff and the cleaning company were informed about the topic.
Improve waste separation und disposal	PCH	Improve the waste separation process and disposal according to type of waste	Monitoring and control	Ongoing	
Introduce a waste separation process		Introduce a process to measure waste volume twice per year	Measurements and extrapolation results for the year	Ongoing	

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Waste production 2018					
100 % waste separation	PCA	Monitor waste separation by students and staff members	Volume of waste		
100 % waste separation	PCH	Monitoring of waste separation; determine waste amount twice per year	Volume of waste		
100 % waste separation	Quipu	Improve process for waste separation and disposal	Volume of waste		
Environmental awareness 2017					
Regularly communicate information about the EMS to all employees	PGB	Communicate innovations in the EMS, development of consumption data, news, etc.	Environmental management section on the new intranet, e-mails from the Environmental Officer at ProCredit Bank Deutschland	Ongoing	In 2017, all staff participated in EMS training, which included a discussion of the current consumption figures and the measures implemented for improvement. In addition, regular e-mails are distributed with EMS news.
		Communicate developments and innovations in the EMS and provide regular updates on improvement measures	Environmental management section in SharePoint and internal communication channels	Ongoing	Information on heating energy- and electricity-saving measures were provided to all staff via posters in the kitchens.
Information on implemented improvement measures is regularly communicated to employees	PCH	Provide regular information on the implementation of improvement measures	Content of e-mails sent as part of the Green Initiative 2016	Ongoing	Innovations to the EMS and the introduction of measures were discussed in staff meetings, which also served to collect suggestions for improvement.

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Environmental awareness 2018					
Increase environmental awareness among staff	PCH	Communicate innovations in the EMS, development of consumption data, news, etc.	Materials developed		
		New employees trained in EMS	Materials developed, participant lists		
		Environment-related event for all four institutions	Event documentation		
Regularly communicate information about the EMS to all employees	PCB	Communicate innovations in the EMS, development of consumption data, news, etc.	Environmental management section on the new intranet, e-mails from the Environmental Officer at ProCredit Bank Germany		
		Poster campaign in kitchen and halls	Posters		
Objectives at ProCredit group level					
Internal Environmental Management System 2017					
Ongoing group-wide support in improving internal environmental performance	PCH	Improve the iEMS data collection and presentation tool. Develop a new tool or development of the iEMS to include sustainability indicators	New version of the tool	Achieved	Tool was updated

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Internal Environmental Management System 2018					
Ongoing group-wide support in improving internal environmental performance	PCH	Support continual improvement of environmental performance	Environmental performance of the group (CO ₂ , Energy, Water, Paper, Waste)		
100 % LED lighting in ProCredit institutions		Replace lighting systems	Certificates from institutions		
50 % of vehicle fleet is electric/hybrid		Communication during group-wide seminars	Minutes		
Promote PV cells for buildings within the group		Communication during group-wide seminars	Minutes		
Strive for green building certification		Collect information on building certification	Information collection		
Management of the Environmental and Social Risk in Lending 2017					
Support the ProCredit institutions with regard to E&S risk management	PCH	Adapt and monitor the implementation of the E&S risk management approach	Visits to the banks, updated Group Standards	Ongoing	Close contact with the banks in the group makes it possible to adjust and monitor implementation of the E&S risk management approach in each bank; group-wide EMS seminars and on-site visits also provide additional support. E&S standards updated.
		Update and carry out E&S training sessions	Training materials		Training carried out as part of workshop or Green Finance and E&S training in local banks; update of training materials pending

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Management of the Environmental and Social Risk in Lending 2018					
Support the ProCredit institutions with regard to E&S risk management	PCH	Adapt and monitor the implementation of the E&S risk management approach; expand the assessment tool in accordance with international requirements	Visits to the banks, updated Group Standards		
		Update and carry out E&S training sessions	Training materials		
Green Finance 2017					
Further develop green finance	PCH	Support the ProCredit group with the development and expansion of green finance	Percentage of green portfolio in the total portfolio, new reporting standards for the green portfolio	Ongoing measure	Close contact with the banks in the group makes it possible to adjust and monitor implementation of the Green Finance area in each bank; group-wide EMS seminars and on-site visits also provide additional support. Green portfolio grew to 13 % of total portfolio by end-2017
		Support the ProCredit group with the development of innovative green finance products		Ongoing	
Further development of environmental reporting		Develop and implement extended CO ₂ and environmental reporting for the portfolio			Introduced CO ₂ reporting for renewable energy projects

Annual environmental objectives (if not otherwise indicated)	Institution	Measures	Evaluation criteria	Current status 2017	Degree of achievement
Green Finance 2018					
15 % green loan portfolio by end-2018	PCH	Support the ProCredit group with the development of innovative green finance products	Minutes		
		Support the ProCredit banks (except PCB Germany) in the introduction of standards for financing renewable energy projects	PCH approval at process conclusion		
		Training for responsible staff on renewable energy financing	Participant lists		
		Develop and implement extended CO ₂ and environmental reporting for the portfolio	New reporting standards		
Various other milestones or developments in 2017					
ISO 14001:2015 certification for institutions in the ProCredit group	PCH	Supervise and coordinate all activities for the EMAS/ISO 14001:2015 certification of the ProCredit institutions (follow-ups, audits, monitoring, etc.)	Certificate	Ongoing	ProCredit group is still ISO 14001 certified
Implement sustainability reporting		Make preparations for the reporting of sustainability indicators under the EMAS regulations for the German ProCredit institutions (in 2016)	Report	Achieved	Impact Report published
		Develop a reporting framework for GRI sustainability reporting in the ProCredit group		Achieved	Impact Report published
Various other milestones or developments in 2018					
Publish sustainability report according to GRI standards	PCH	Publish sustainability report according to GRI standards	Report		
Green bond		Check possibilities for issuing green bond	Information collection		

6. Contact person

For questions regarding the Environmental Statement, please contact:

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Krassimira.Peicheva@procredit-group.com

The current version of the Environmental Statement can be downloaded at
www.procredit-holding.com



7. Statement of the environmental auditors

Michael **H**ub
Umweltgutachter
Berater Umwelt, Qualität, Sicherheit

ENVIRONMENTAL VERIFIER'S DECLARATION ON VERIFICATION AND VALIDATION ACTIVITIES

Michael Hub and Dr. Georg Sulzer with EMAS environmental verifiers registration numbers DE-V-0086 und DE-V-0041, accredited or licensed for the scope (NACE-Code)

- 64 Financial service activities
- 62.02 Computer consultancy activities
- 62.01.9 Other Computer programming activities
- 85.42.4 Tertiary education
- 85.5 Other education

declare to have verified whether the whole organisation as indicated in the updated environmental statement of the organisation

ProCredit institutions located in Germany

Sites:

ProCredit Holding AG & Co. KGaA, Rohmerplatz 33-37, D-60486 Frankfurt am Main

ProCredit Bank, Rohmerplatz 33-37, D-60486 Frankfurt am Main

Quipu GmbH, Königsberger Straße 1, D-60487 Frankfurt am Main

ProCredit Academy, Hammelbacher Straße 2, D-64658 Fürth-Weschnitz

with registration number DE-125-00059

meet all requirements of

Regulation (EC) No 1221/2009 last amended by Regulation (EC) 2017/1505

on the voluntary participation by organisations in a Community

eco-management and audit scheme (EMAS).

By signing this declaration, we declare that

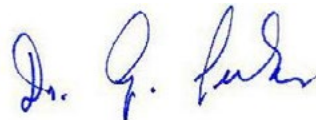
- the verification and validation has been carried out in full compliance with the requirements of Regulation (EC) No 1221/2009 last amended by Regulation (EC) 2017/1505,
- the outcome of the verification and validation confirms that there is no evidence of non-compliance with applicable legal requirements relating to the environment,
- the data and information of the updated environmental statement of the organisation reflect a reliable, credible and correct image of all the organisation activities, within the scope mentioned in the environmental statement.

This document is not equivalent to EMAS registration. EMAS registration can only be granted by a Competent Body under Regulation (EC) No 1221/2009. This document shall not be used as a stand-alone piece of public communication.

Done at Frankfurt am Main on 10.12.2018



Michael Hub, environmental verifier
 DAU-Accreditation-No: DE-V-0086

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Zugelassen von der DAU – Deutsche
 Akkreditierungs- und Zulassungsgesellschaft
 für Umweltgutachter mbH, Bonn
 DAU-Zulassungs-Nr.: DE-V-0086

8 Annex

8.1 Emissions factors

Type	Unit	Year	CO ₂ equivalent	NO _x	SO ₂	PM ₁₀
Electricity						
Average German energy mix	g/kWh	2015	528	0.488	0.272	0.033
	g/kWh	2016	516	0.440	0.290	0.015
	g/kWh	2017	489	Not published		
LichtBlick (Quipu)	g/kWh	2015	5.8	Apart from the CO ₂ eq emissions factors, no other emissions factors could be obtained from the electricity suppliers. Therefore, we have taken the average values for the German energy mix, as published by the German Environment Agency.		
LichtBlick (Quipu)	g/kWh	2016	0	Green electricity is produced entirely from hydro, wind or solar power, thus producing no further emissions		
Mainova (PCH until Aug. 2016; PCB ground floor until Jul. 2016)	g/kWh	2015	408	Apart from the CO ₂ eq emissions factors, no other emissions factors could be obtained from the electricity suppliers. Therefore, we have taken the average values for the German energy mix, as published by the German Environment Agency.		
EWS Schönau (PCB entirely from July 2016, PCH entirely from August 2016)	g/kWh	2015	0	Green electricity is produced entirely from hydro, wind or solar power, thus producing no further emission		
EWS Schönau (PCB, PCH)	g/kWh	2016	0			
Entega (PCA)	g/kWh	2015	0			
Entega (PCA)	g/kWh	2016	0			

Type	Unit	Year	CO ₂ equivalent	NO _x	SO ₂	PM ₁₀
Heating & fuel						
Natural gas	g/kWh	2017	250	0.186	0.012	0.007
Heating oil	g/kWh	2017	319	0.213	0.284	0.024
Wood pellets	g/kWh	2017	29	0.337	0.149	0.075
Diesel	g/kWh	2017	313	1.303	0.118	0.027
Petrol	g/kWh	2017	311	0.257	0.135	0.018
LPG	g/kWh	2017	277	0.154	0.081	0.016

Source: GEMIS (Globales Emissions-Modell Integrierter Systeme) Version 4.95 - 04/2017

8.2 Lower heating value

Fuel	Lower heating value	Unit
Diesel	10.17	kWh/L
Petrol	9.21	kWh/L
Wood pellets	5.00	kWh/kg
Heating oil	10.17	kWh/L
Natural gas	10.64	kWh/m ³
LPG	6.54	kWh/L

Sources:

International Energy Agency (2006): Handbuch Energiestatistik: https://www.iea.org/publications/freepublications/publication/statistics_manual_german.pdf
<http://heizkostenrechner.eu/heizwert-brennwert-tabelle.html>
<http://www.wevg.com/privatkunden/erdgastanken/allgemeines-zum-kraftstoff-erdgas/>

8.3 Climate factors for weather adjustment of heating energy data

Place	Post code	Climate factor		
		2015	2016	2017
Frankfurt, Bockenheim	60486	1.22	1.18	1.2
Fürth	64658	1.13	1.1	1.11

Source:

Deutscher Wetterdienst: <http://www.dwd.de/DE/leistungen/klimafaktoren/klimafaktoren.html>

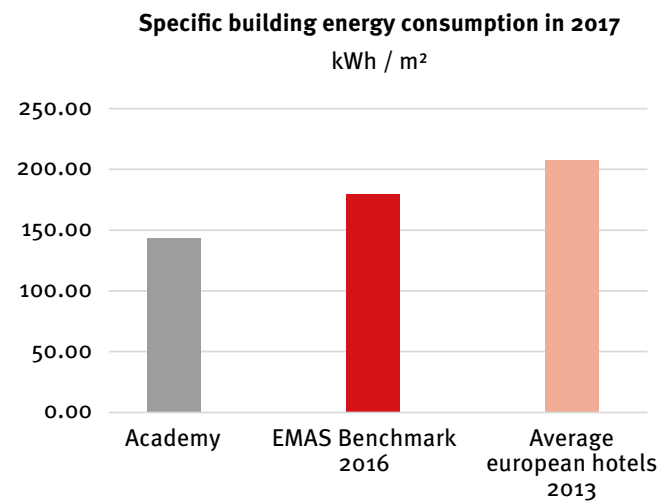
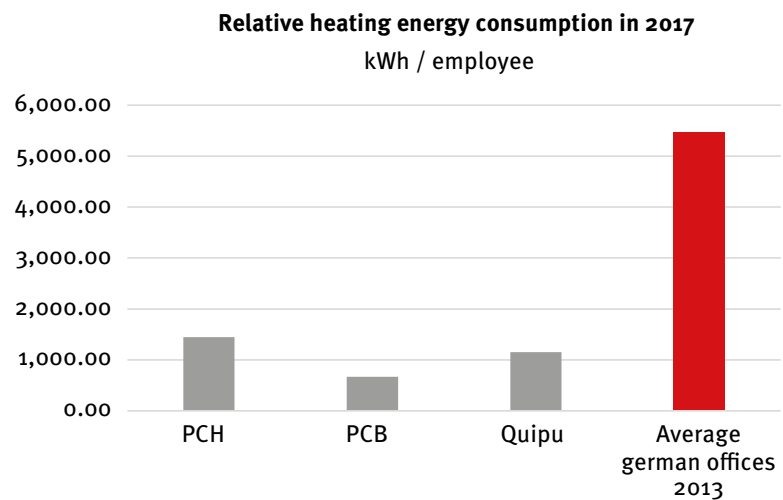
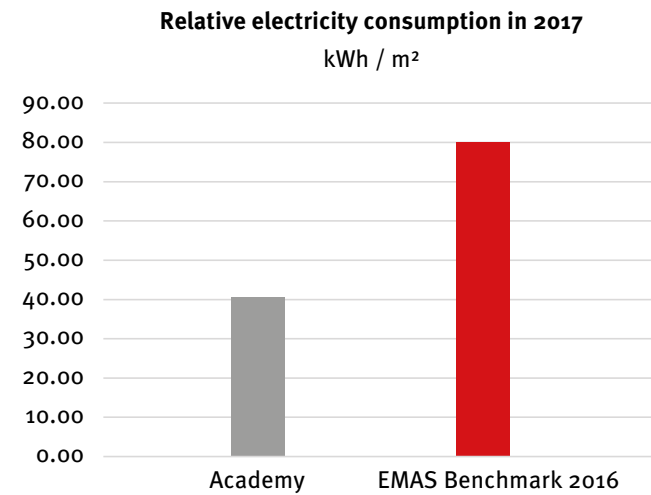
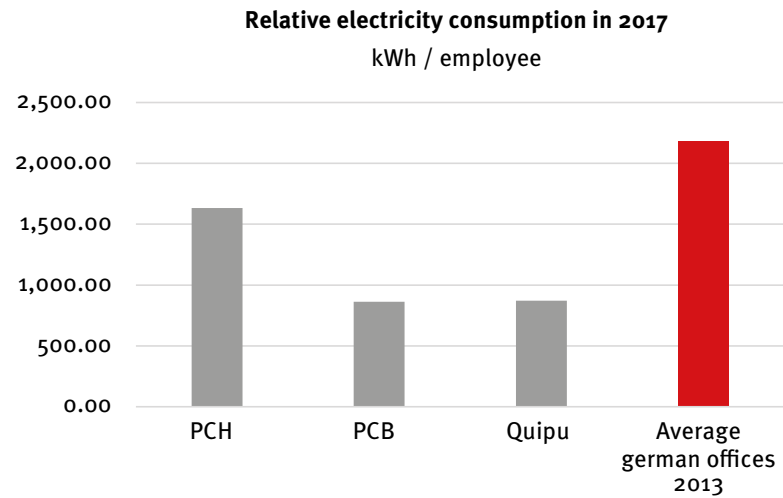
8.4 Indicators and benchmarks for comparison

Indicator for offices		Unit	Source
Electricity (average for offices in Germany 2013)	2,177.0	kWh/(pp a)	Bundesministerium für Wirtschaft und Industrie (2015): Energieverbrauch des Sektors Gewerbe, Handel, Dienstleistungen (GHD) in Deutschland für die Jahre 2011 bis 2013: https://www.bmwi.de/Redaktion/DE/Publikationen/Studien/sondererhebung-zur-nutzung-erneuerbarer-energien-im-gdh-sektor-2011-2013.html
Heating energy (average for offices in Germany 2013)	5,463.0	kWh/(pp a)	
Water (general estimate for offices in Germany)	8.1	m ³ /(pp a)	Freie und Hansestadt Hamburg Umweltbehörde (2001): Wasserpraxis: https://www.hamburg.de/contentblob/150264/8e21bde1d2c21ee81cb6092f163f3e47/data/wasserpraxis.pdf
Water (average for offices in Germany 2013)	5.5	m ³ /(pp a)	Karger, R., Hoffmann, F. (2006): Wasserversorgung: Gewinnung - Aufbereitung - Speicherung - Verteilung, Springer: https://www.springer.com/de/book/9783834813800
Paper (general estimate for offices in Germany)	49.5	kg/(pp a)	Umweltbundesamt (2015): Auftakt zum bundesweiten Wettbewerb „Büro & Umwelt“ 2015: https://www.umweltbundesamt.de/themen/auftakt-bundesweiten-wettbewerb-buero-umwelt-2015
Heating energy, average for office buildings	133	kWh/(m ² a)	Energieeffizienz bei Büroimmobilien. dena-Analyse über den Gebäudebestand und seine energetische Situation. https://shop.dena.de/fileadmin/denashop/media/Downloads_Dateien/bau/9143_dena-Analyse_Energieeffizienz_bei_Bueroimmobilien.pdf

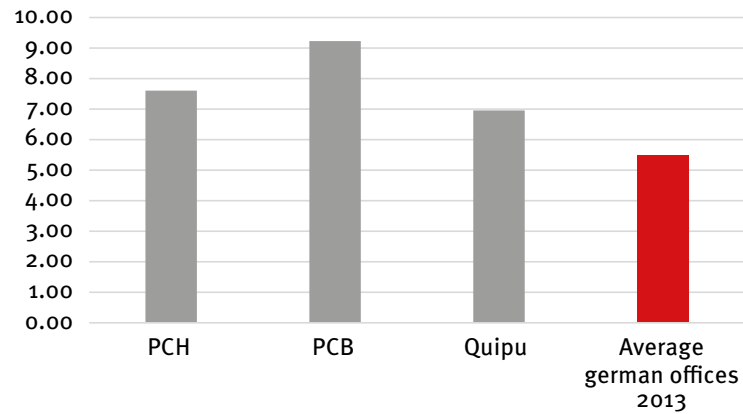
EMAS Benchmark for Hotels 2016		Unit	Source
Building energy (heating and electricity)	180	kWh/(m ² a)	Referenzdokument der Europäischen Kommission zu bewährten Praktiken im Umweltmanagement, branchenspezifische einschlägige Indikatoren für die Umwelleistung und Leistungsrichtwerte für die Tourismusbranche (2016): https://eur-lex.europa.eu/legal-content/en/%20ALL/?uri=CELEX%3A32016D0611%20
Electricity	80	kWh/(m ² a)	
Water	140	L/night	
Residual waste	0.16	kg/night	

Indicators for hotels		Unit	Source
Building energy (average, European hotels in 2006)	306	kWh/m ²	ECOTRANS e.V., University Stuttgart (2006): Umweltleistungen europäischer Tourismusbetriebe: http://ec.europa.eu/environment/life/project/Projects/index.cfm?fuseaction=home.showFile&rep=file&fil=SURTOUR_umweltleistungen.pdf
Building energy (average, European hotels in 2006)	77	kWh/night	
Water (average, European hotels in 2006)	394	L/night	
Residual	1	kg/night	
Electricity (average, German hotels 2012)	12	kWh/ÜN	Hotel und Energie, Eine Sonderveröffentlichung der Fachzeitschrift Hotelbau, August 2015 ISSN: 1865-5130 ie https://www.hotelbau.de/download/downloadarchiv/hotel+energie2015.pdf
Heating (average, German hotels 2012)	136	kWh/m ²	
Heating (reference value for German hotels 2012)	28	kWh/ÜN	
Electricity (average, German hotels in 2013)	7.829	kWh/pp	Bundesministerium für Wirtschaft und Industrie (2015): Energieverbrauch des Sektors Gewerbe, Handel, Dienstleistungen (GHD) in Deutschland für die Jahre 2011 bis 2013: https://www.bmwi.de/Redaktion/DE/Publikationen/Studien/sondererhebung-zur-nutzung-erneuerbarer-energien-im-gdh-sektor-2011-2013.html
Heating (average, German hotels in 2013)	18.269	kWh/pp	Bundesministerium für Wirtschaft und Industrie (2015): Energieverbrauch des Sektors Gewerbe, Handel, Dienstleistungen (GHD) in Deutschland für die Jahre 2011 bis 2013: https://www.bmwi.de/Redaktion/DE/Publikationen/Studien/sondererhebung-zur-nutzung-erneuerbarer-energien-im-gdh-sektor-2011-2013.html

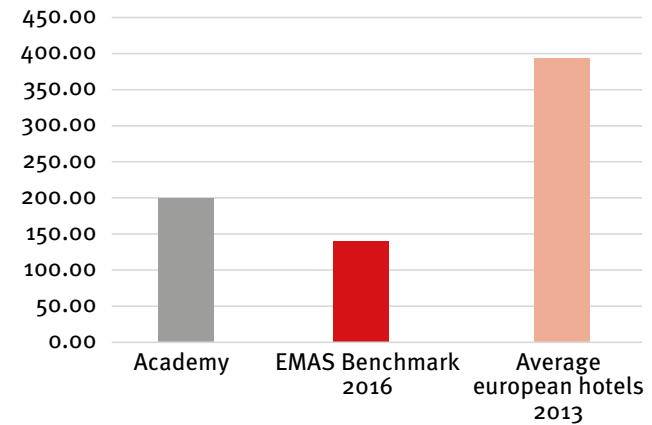
8.5 Environmental performance of the ProCredit institutions in Germany compared to indicators and benchmarks



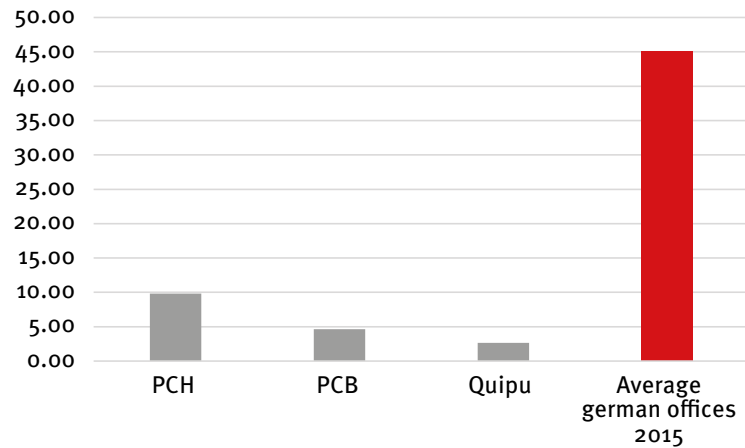
Relative water consumption in 2017
m³ / employee



Relative water consumption in 2017
m³ / overnight stay



Printed sheets per day and employee in 2017



Relative waste creation in 2017
kg / overnight stay

