

The BTC Company

**SUSTAINABILITY REPORT 2016** 



# <mark>вте</mark> mission: **green**



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### BTC Company's key green footprints in 2016:

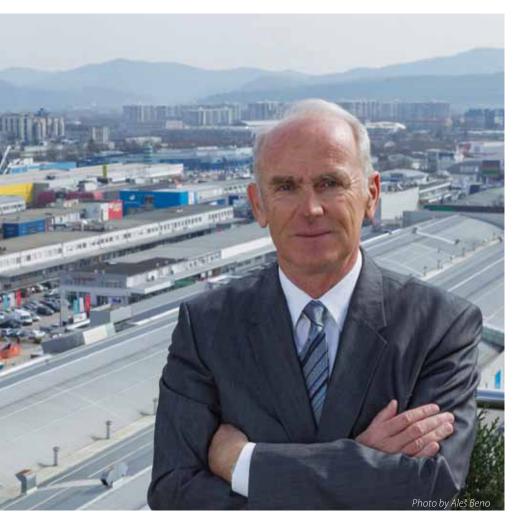
- 1,760,760 kWh of produced green energy from renewable sources,
- 9,044,876 kWh of energy savings from efficient-energy projects,
- unburdening of the environment by 4,868,345 kg of carbon dioxide,
- reduction of water losses to 4.5%,
- 63% of collected and sorted secondary raw materials,
- 22 new charging spots for electric vehicles as part of the Avant2Go system,
- 4 new one-way roads for traffic calming and greater safety of visitors,
- planting of 132 new trees, 2,000 bushes, and 1,600 flowers.



MESSAGE BY THE PRESIDENT OF THE BTC MANAGEMENT BOARD

# There is only one Earth – a planet that belongs to all of us

The biggest threat to our planet is the belief that it will be saved by someone else, rather than us. This could not be further from the truth – small acts that are multiplied and repeated by millions of individuals and organisations help preserve our beautiful planet each day. The responsibility lies in our hands. The BTC Company embarked on the journey of sustainability more than 15 years ago. In 2014, we established the Mission: Green business unit, which is, in accordance with the BTC Company's Development Strategy 2020, the common denominator of our sustainable and socially responsible efforts. Every year, our accomplishments, achieved in cooperation with our partners and the broader community, are presented in our sustainability report. In the 2016 publication we have included all the achievements that make us especially proud.



In December 2015, the new global climate agreement was passed, which attracted the attention of the international community. Exactly one year later, Slovenia passed the Strategic framework for climate change adaption, which foresees Slovenia becoming »an adapted and resistant country in regards to the effects of climate changes, with a high quality and safety of life, and a country taking full advantage of the chances in changed climate conditions on the basis of sustainable development by 2050.« The message is clear: environmental protection measures are a necessity. The responsibility lies with all of us – the government, the local community, companies, and individuals.

The BTC Company has taken on an active role: we are creating the opportunities connected to the green economy, we encourage innovation, and the transformation of a company into an open business. In 2016, we made a step further in all key fields of our Mission: Green – the responsible management of energy, water, and waste, the promotion of sustainable mobility, providing security and safety, and supporting various social activities. We are proud to see the Eco Index value, with

which we measure the level of success of our activities, increase to 482 points, which is 12 points higher than in the previous year.

In the field of energy efficiency, we continued with the production of green energy and efficient energy use. We implemented 21 energy projects and received the "Energy efficient project" award for the system of heating Atlantis Water Park with excess energy from AquafilSLO. Altogether, we reduced carbon dioxide emissions by a whopping 4,868,345 kilograms. Our management of water consumption is prudent. Due to regular controls of and upgrades to the water distribution system, the loss of water amounted to only 4.5 per cent. We base our waste management on the concept of the circular economy. With our projects for the modernisation of the waste management system and public awareness-raising, the share of secondary raw materials amounted to 63 per cent.

We do not strive only towards a cleaner, but also towards a safer and more pleasant environment in BTC City Ljubljana. In cooperation with Avant Car, we set up four Avant2Go electric car sharing stations. Testifying to the BTC Company's sustainable mobility objectives are also three new electric vehicles. By setting up one-way roads and a new traffic regime based on the concept of shared traffic space, access to and movement around BTC City Ljubljana became faster and safer for pedestrians, cyclists, and drivers alike. Contributing to a more pleasant atmosphere is also the additional greenery along the roads and pavements.

In 2016, we supported more than 300 individuals and organisations active in different fields. We also focused our attention on young people. With the project *Encourage Friendship*, we encouraged children to be creative; with the project *Slovenia – a Mentorship Country* we strengthened intergenerational cooperation and the transfer of knowledge with young people. For all graduates, we organised the supplementary entrepreneurial training programme BTC Campus.

In the field of sports, we once again organised Marathon Franja BTC City, we continued our support of the women's cycling team BTC City Ljubljana, of Ski Jumping Club Ljubno BTC, and of the FIS World Cup Ladies Ski Jumping event. In cooperation with Gorenje, we revived the iconic Rog brand of bikes.

Our activities in the innovative city BTC City Ljubljana testify to our daring. Both our key innovation centres flourished in 2016. The ABC Hub established itself as an arena of business and social happening, while the ABC Accelerator spread beyond Slovenian borders. With two new subsidiaries, ABC Venture Gates in Munich, Germany, and ABC Global Home in San Jose, USA, the ABC Accelerator established links with technologically advanced environments, leading to new opportunities for the transfer of knowledge, good practices, and economic cooperation.

With this publication, we offer you all this and much more to read and get inspired by. Initiatives and praises given by our stakeholders are proof of the BTC Company setting an example for all those who want to co-create positive stories for the current and all future generations. Since we have plenty of ideas and enthusiasm, we will continue on our path of sustainability also in the future.

Jože Mermal President of the BTC d. d. Management Board In the last 16 years, the investment in sustainability projects amounted to

# EUR 50.8



**MISSION: GREEN** 

# Responsibility means accepting ourselves as the cause and the solution

Today, environmental and social responsibility have become a commitment and an obligation of companies due to the effects their activities have had on the environment and the society. Socially responsible activities are not a short-term goal, but rather a subdomain of the long-term growth of organisations. Companies, including the BTC Company, that act to benefit the current and all future generations, set an example for all individuals and other organisations. We inspire all those who have just come across the concepts of sustainable and socially responsible activities, and we encourage all to join us by taking small steps towards big environmental and social change.



The BTC Company is aware of the significance of sustainable development and the effect the company has on its surrounding environment and society. For a number of years, our development has been based on projects designed in the scope of social responsibility and in cooperation with the local and broader communities. We are proud of the fact that over the past 16 years we invested EUR 50.8 million in sustainable development projects.

In 2014, we designed the business pillar Mission: Green, which is the common denominator of sustainable development and the socially responsible stance of the BTC Company. With Mission: Green, we create new business opportunities which include environmentally and socially responsible activities, the promotion of green products, and raising the public's awareness on green values and activities. This is a platform for the presentation of our good business practices and achievements, shown in the successful growth, dynamic development, and innovative approaches of the BTC Company.

#### Mission: Green intertwines with six missions

In 2016, we carried out a number of projects and activities that strengthen our relations with the broader community and leave green footprints in the environment. Activities in the scope of Mission: Green are planned and carried out according to six missions:

- 1. MISSION: ENERGY EFFICIENCY
- 2. MISSION: SAVE WATER
- 3. MISSION: WASTE TO RESOURCES

•••••

- 4. MISSION: GREEN TRAFFIC
- 5. MISSION: SAFETY FOR ALL
- 6. MISSION: CORPORATE SOCIAL RESPONSIBILITY

mission: BTC green

Each year, we are eager to find out how successful we are in our efforts, so we measure the impacts of all six missions. For this reason, we designed the so-called **Eco Index** – our main tool in measuring and assessing the success rate of our activities and projects. Eco Index is presented in greater detail in the following chapter.



**Numerous awards and recognitions** testify to the BTC Company's transformation in terms of sustainability

Numerous awards testify to the BTC Company's efforts for a green and innovative transformation of the company. They give us additional impetus and confirm that we are on the right path.

In six years, the BTC Company received the following awards:



2010

Environment-friendly company award

2011

Horus award – the Slovene award for corporate social responsibility APTI award – Most Innovative Business Model award for Eco Index **☆** nomination for the European Business Award for the Eco Index business model

2013

InLoCom 2013 award for the BTC Company's innovative project on the level of local communities - BTC City and Women's Ski Jumping 🌣 special award for achievements in the field of efficient energy consumption, energy production from renewable sources and energy management in the scope of the 15<sup>th</sup> Days of Energy **©** European award of Socially Responsible Business Practice in Slovenia in the category of bigger companies for the project BTC City and Women's Ski Jumping ✿ Green Logistics award 2013 for the realisation of environmental goals in the field of logistics • Tourism Prism award for achieving a new quality in tourism 🕏 Platinum Donor award by the Slovenian Science Foundation

2014

Chamber of Commerce of the Republic of Slovenia award for outstanding economic and entrepreneurial achievements in 2013 ✿ SPORTO award ✿ Gold award for the project From Bike Paths to the Marathon at the 23rd Slovenian Advertising Festival

2015

award for Outstanding achievements in the field of outdoor advertising at the Outstanding festival (the BTC Company partnered with the advertising agency Saatchi&Saatchi) 🌣 Platinum Donor award by the Slovenian Science Foundation

2016

Prism award for the communication programme in the scope of the project BTC's Cycling Story: the Programme of Encouraging Cycling in Slovenia at the 19th Slovenian Public Relations Conference (the BTC Company in cooperation with Pristop agency) • Energy -efficient Project award for the system of heating Atlantis Water Park with surplus industrial heat from AquafilSLO at the 18th Days of Energy (the BTC Company in cooperation with Aquafil group) ❖ PRIYATELJ award for the BTC Campus programme that is a synonym for the ambassador of young people and the Y generation (awarded by Zavod Ypsilon) **№** Best Manager 2016 award for the Southeast and Central Europe regions as the most prestigious manager award, awarded for his lifetime work to Jože Mermal, President of BTC Management Board, and the Best Company 2016 award as a prestigious award for BTC Company's excellent results under Mr Mermal's leadership (awarded by the Independent agency for the selection and promotion of managers at the 34th award ceremony in recognition of the best European managers) • Gold Creditworthiness Certificate awarded by Bisnode, with only 0.7 % companies in Slovenia attaining this certificate



In 2016, the BTC Company attained the Gold Creditworthiness **Certificate which contributes** to the strengthening of the BTC Company's renown and the trust of stakeholders in domestic and foreign business environments.

#### **Acquired international certificates** testify to the quality of the BTC Company's activities

For its activities, the BTC Company received internationally recognised ISO standard certificates that testify to the quality of its services:

#### • ISO 9001

#### **QUALITY MANAGEMENT CERTIFICATE ON THE BASIS OF ISO 9001:2008**

is a result of documented business activities, which enables greater control of the realisation of individual processes;

#### • ISO 14001

#### **ENVIRONMENTAL MANAGEMENT CERTIFICATE ON THE BASIS OF ISO**

14001:2004 assures partners they are dealing with a company whose actions are environmentally responsible;

#### • ISO 50001

#### **ENERGY MANAGEMENT CERTIFICATE ON THE BASIS OF ISO 50001:2011**

reflects the company's activities towards improving energy efficiency and increasing energy savings;

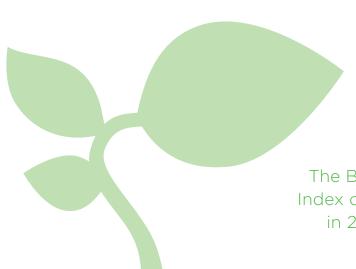
#### • ISO 55001:2014

#### **ASSET MANAGEMENT CERTIFICATE**

testifies to the quality management of the real estate and assets of business partners.



As the first company in Slovenia, the BTC Company acquired the ISO 55001:2014 Certificate for quality asset management



The BTC Company's Eco Index continues to grow in 2016 it amounted to



**MISSION: ECO INDEX** 

# Someone had to plant the tree for us to sit in its shade

There is a Chinese saying that goes: "The best time to plant a tree was 20 years ago. The second best time is now." This thought sums up our belief that the same as with every other activity, the key factors in the field of social responsibility and sustainable development are not only planning and implementing a plan, but also measuring the effects of such an activity. Only with the regular monitoring of effects, can we observe how successful programmes really are over a longer period of time. How do companies address this issue? Every company does it in its own way – the most consistent ones take into account the quantitative as well as the qualitative indicators of success and efficiency. The BTC Company has made a step further: we designed our own integrated tool, with which we can determine the level of success of our environmentally and socially responsible activities. We present Eco Index, which paints a more successful picture of the BTC Company's sustainable development with every passing year.



In order to consistently keep track of the BTC Company's sustainable development, we developed the business model Eco Index in 2008. It received the most innovative business model award, since it is designed in such a way that allows us to comprehensively assess the effects of the BTC Company's activities on the environment and the society. We are proud to see the Eco Index value increase each year – in 2016 it amounted to 482 points.

**HUMANISATION** OF THE ENVIRONMENT, SOCIAL RESPONSIBILITY SPONSORSHIP, **DONATIONS** BTC GIVING SAFETY, BACK TRAFFIC, TO THE ENVIRONMENT, WASTE RECYCLING **SERVICES STRATEGIC CONTROL** 

ADDED VALUE

**TAKEN** 

FROM THE

**ENVIRONMENT** 

ENERGY,

WATER

# The Eco Index value is calculated after all the BTC Company's activities are assessed

The calculations of Eco Index values include projects and activities from different content groups that are logically attributed to individual missions:

- · responsible energy use,
- · responsible water use,
- · responsible waste management,
- traffic management,
- ensuring safety, and
- socially responsible activities by raising awareness and supporting social initiatives, including sponsorships of and donations to sports and cultural activities, education, and science, supporting innovation, and efforts in the field of environmental humanisation.

Eco Index includes all the BTC Company's projects that have an impact on the environment and the society within a given year. Every project from this selection is assessed according to three criteria:

- K1 impact on the broader community
- K2 impact on the BTC Company
- K3 complexity of the activity

K – criterion for the calculation of Eco Index; the maximum value of each individual criterion is 3.

The points for every individual activity are added up according to the formula  $\Sigma$  (K1 + K2 + K3), followed by the sum of all points for the activities within each individual mission.



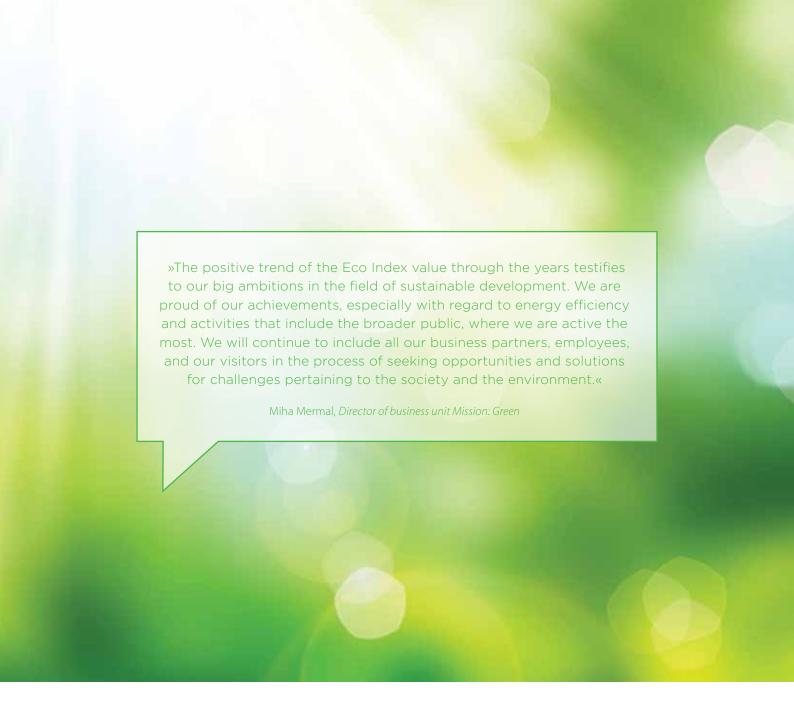
By raising public awareness, the BTC Company encourages the sustainable activities of every individual.

CATEGORY	Number of projects and activities	Points
Mission: Energy Efficiency	22	107
Mission: Save Water	3	13
Mission: Waste to Resources	3	12
Mission: Green Traffic	6	36
Mission: Safety for All	10	44
Mission: Corporate Social Responsibility	67	270
Total	111	482

In 2016, we successfully continued the positive trend of increasing the Eco Index value. We realised 111 projects and activities that amounted to 482 Eco Index points, which is 12 points more than in the previous year and a whopping 185 points more than 8 years ago.

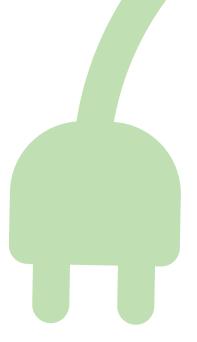
#### **TABLE:**

Eco Index values by categories in 2016



**CHART:**Growth of Eco Index values by year





In 2016, we produced 1,760,760 kWh of green energy from renewable sources, which meets the yearly demands of

460

MISSION: ENERGY EFFICIENCY

# Innovations are the best renewable source of energy



Energy transforms from one form to another, just as good deeds bring about more good deeds – which could literally be said for efficient energy use. Sustainable development brings to the foreground the improvement of energy chain efficiency as an opportunity for creating competitive advantages. Important steps have been taken in the field of clean energy: energy solutions have become more accessible to users, we are introduced to innovations and new technologies that constantly improve the existing processes of energy production and consumption and offer greater energy savings, new jobs are opening in the sector of renewable energy sources, etc. The BTC Company is well aware of the possibilities of saving energy and relieving the environment; therefore, we are constantly seeking improvements in the field of energy.



The BTC Company prides itself on its activities already being largely based on green energy. In the scope of Mission: Energy Efficiency, we are creating projects to affirm and realise our responsible energy use. We always keep up with new technological trends and innovations in the field of renewable energy, look for ways to efficiently and responsibly manage energy sources, and raise awareness among our stakeholders concerning everyday activities that contribute to saving energy. By investing in infrastructure, we are producing energy from renewable sources on the one hand, and are striving towards efficient green energy use on the other.

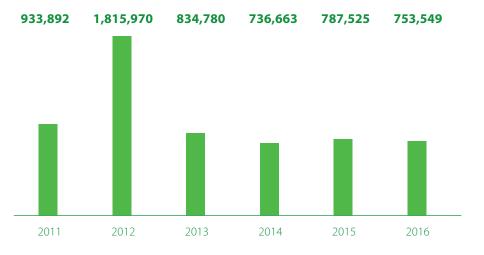
In the past six years, we invested EUR 5,862,380 in energy efficiency projects.

#### CHART:

Value of the BTC Company's investments in energy efficiency between 2011 and 2016 (in EUR)

## The BTC Company's main goals in energy management:

- active management of all energy sources leading to the reduction in the consumption of energy by the BTC Company and its business partners (leaseholders);
- activities in terms of rational energy use and the development of new energy sources.



With the aim of reducing the consumption of electrical and heat energy, the BTC Company is carrying out numerous investments in the rationalisation of the cooling system, the thermal insulation of facades, the thermal and hydro insulation of roofs, and the modernisation of technologies (modernisation of the monitoring system for heating, modernisation of the cooling system with banks of ice, use of new LED-technologies on neon signs, lighting installations, IT system for energy management).

### Producing green energy and improving energy efficiency

In 2016, we carried out 21 projects in the field of energy efficiency, for which we received an award. The key projects, infrastructure and equipment upgrades that contributed to the reduction of energy consumption in 2016 are:

- heating Sports Centre Millenium with surplus heat from AquafilSLO;
- replacement of internal lighting in the passages of Hall A in BTC City Ljubljana;
- completion of energy reviews to meet the demands of the ISO 50001 energy management standard;
- replacement of lighting in Sports Centre Millenium;
- reduction of the heat input in Atlantis Water Park;
- upgrade of the existing central control system for the management of cooling devices in Emporium;
- replacement of ventilation systems in Halls C and D in BTC City Novo mesto;
- expansion of the energy management programme in BTC City Novo mesto and the BTC City skyscraper and the introduction of energy use bookkeeping for the entire BTC Company;
- renovation of facades and roofs on some of BTC's buildings.

»The Jožef Stefan Institute performs energy reviews of buildings for the BTC Company and proposes measures for the improvement of their energy efficiency. At the same time, the BTC Company provides an ideal ecosystem for testing advanced energy solutions with its innovative environment in BTC City Ljubljana. The experience and knowledge gained in our longstanding cooperation create opportunities for the establishment of new innovative approaches and comprehensive solutions in the process of saving energy and reducing greenhouse gas emissions.«

Stane Merše, MEE, Head of the Energy Efficiency Centre, Jožef Stefan Institute

We are successfully producing electric energy from renewable sources with three solar plants set up in the BTC Logistics Centre, on the southern wall of the Crystal Palace, and in BTC City Murska Sobota. Together with the co-production of heat energy, the BTC Company is able to produce up to 2 million kWh of green energy per year. In Prekmurje, we set up not only a solar plant, but also a cogeneration unit that sustainably produces heat and electricity.

In 2016, the BTC Company, with its three solar plants and the co-production of heat energy, produced 1,760,760 kWh of green energy. Besides that, we saved 9,044,876 kWh with efficient energy use projects, which represents a 394% growth compared to the previous year. What contributed significantly to these big energy savings was the new heating system in Atlantis Water Park and Sports Centre Millenium, a system that will surely add to great energy savings and continue to reduce carbon dioxide emissions also in the future.

#### TABLE:

Savings from EEU projects (in kWh), production of green energy from RES (in kWh), and the reduction of CO<sub>2</sub> emissions (in kg)

EEU — efficient energy use

RES — renewable energy sources

KWh/year	2011	2012	2013	2014	2015	2016
Savings (EEU projects)	67,080	830,400	1,198,310	1,635,660	2,296,876	9,044,876
Green energy generation from RES	1,017,356	1,226,460	1,535,263	1,618,862	1,785,812	1,760,760
TOTAL	1,084,436	2,056,860	2,733,573	3,254,522	4,082,688	10,805,636
Lower CO <sub>2</sub> emissions	759,105	1,439,802	1,913,501	2,278,165	2,857,882	4,868,345

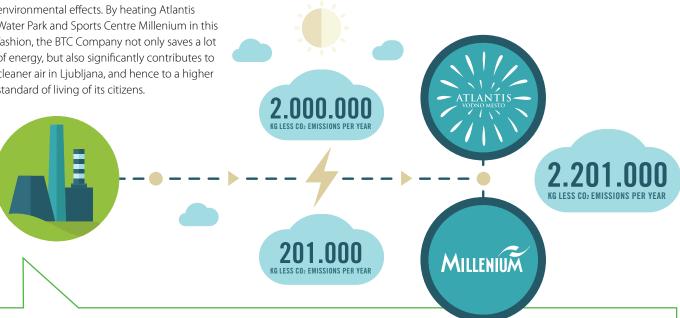
#### ENERGY EFFICIENCY AWARD FOR THE ATLANTIS WATER PARK HEATING SYSTEM



## Heating Sports Centre Millenium with surplus heat from AquafilSLO

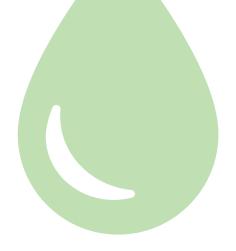
Since the end of 2016, Sports Centre Millenium has also utilised the surplus heat from AquafilSLO, taking advantage of the same system as Atlantis Water Park. The new system promises to reduce carbon dioxide emissions by additional 201,000 kilograms per year, which will further alleviate negative environmental effects. By heating Atlantis Water Park and Sports Centre Millenium in this fashion, the BTC Company not only saves a lot of energy, but also significantly contributes to cleaner air in Ljubljana, and hence to a higher standard of living of its citizens.

Receiving the energy efficiency award At the 18<sup>th</sup> Days of Energy, which took place on 19<sup>th</sup> and 20<sup>th</sup> April 2016 in Portorož, the magazine Časnik Finance honoured the recipients of its efficient energy awards. The winners were chosen by an expert committee. The BTC Company, in collaboration with the Aquafil group, received the "Energy-efficient project" award for heating Atlantis Water Park with excess industrial heat from AquafilSLO (formerly Julon). With this project, we diminished the production of thermal energy in Ljubljana and reduced carbon dioxide emissions by more than two thousand tonnes per year. This is about as much as is produced by 1,100 cars, each driving 12,700 kilometres per year. The new heating system contributed to no less than three quarters of savings created by the BTC Company with its energy efficiency projects in 2016.



»In our sustainability efforts, we pay a lot of attention to efficient energy use. Nature is but one, so we are never alone in caring for the environment – we also depend on other organisations. That is why we are very happy to have found a new use for surplus energy from AquafilSLO in Atlantis Water Park and Sports Centre Millenium by partnering up with the BTC Company. We hope that this example will also motivate other companies to seek synergies in the field of environmental protection.«

Denis Jahić, Director of AquafilSLO



With the modernisation of the water supply system and the regular monitoring of water consumption, losses in 2016 amounted to

**MISSION: SAVE WATER** 

# We never know the worth of water till the well is dry

We borrowed the opening quote from Thomas Fuller, a 17th century British author. Water is an essential resource and is as such indispensable to living beings. How important it is to Slovenians can be gathered by the fact that in November 2016, Slovenian MPs entered the right to drinking water into the constitution. Projections of the Organisation for Economic Co-operation and Development (OECD) show that by 2050, water will have become an even more important strategic resource than it already is. Due to economic and population growth, the demand for water will increase by 55%, with a concomitant significant drop in its quality. In the BTC Company, we wish for everyone to recognise the importance of the quote above and gain a new-found respect for water.



In the BTC Company, we are well aware of the importance of responsible water management, which is why we use water with efficiency and care. Our IT system enables us to promptly detect any water loss, we regularly monitor water consumption, and we further reduce its use by implementing a variety of measures. We kindly encourage our employees, business partners, and visitors to use water responsibly with various calls to action. In addition to raising awareness, we also invest in the renovation of water supply systems, hydrant networks, and sewage systems, and introduce new technological solutions. In the past 15 years, we have replaced 1,750 metres of water pipes, effectively reducing water losses from 20% in 2000 to only 4.5%. The results of sustainability projects focusing on responsible water use include a well-maintained water supply system and reduced water loss.

In 2016, we carried out the following projects aimed at responsible water use:

- partial replacement (4 filters) of the sand filter media in filters involved in the preparation of bathing water in Atlantis Water Park,
- replacement of submersible pumps for filter cleaning in Atlantis Water Park,
- replacement of external water supply elements between the BTC Market and Hall 5.



»Solvera Lynx and the BTC Company cooperate in the field of energy management IT support. We are glad that our IT solutions have a concrete positive impact on the environment. When it comes to responsible water management, for example, we are able to provide regular and efficient water monitoring, which enables us to quickly detect any fluctuations and water losses that may occur, thus keeping them to a minimum.«

Arne Mislej, CEO of Solvera Lynx



In 2016, the BTC Company and its business partners collected and sorted



**MISSION: WASTE TO RESOURCES** 

# Fasten your seatbelts: waste is circulating and becoming valuable

Due to population growth, the finite amount of natural resources and raw materials, and the excessive accumulation of waste, the European Union strives towards transitioning from a linear economy to a circular economy with zero waste. It is paramount that companies are aware of this in the very design of their products, using materials that can circulate. Waste produced by one industry should become raw materials for another, which makes active cooperation crucial for success. Sustainable growth also steers the BTC Company in the direction of the circular economy. We reduce environmental stress, save energy, and produce raw materials by sorting waste, transforming it to resources, and re-using it.



In accordance with ISO 14001 environmental management guidelines, the BTC Company is committed to the tenets of environmental protection and the implementation of environmental programmes – including responsible waste management. We consistently reach two key objectives in this area: increasing the share of separated secondary raw materials in the total waste headed for recycling, and decreasing the share of mixed municipal waste.

## Responsible waste management starts with our key stakeholders

The BTC Company has set up an efficient system of deliberate and ongoing waste collection and separation at source. Employees can sort waste in three-compartment bins in offices, visitors in eco-stations equipped with sorting bins, and lessees at special sorting spots. All four of our units (BTC City Ljubljana, BTC City Novo mesto, BTC City Murska Sobota, and

the BTC Logistics Centre) are also equipped with eco-stations and compactors for the disposal of packaging. With regard to the BTC Company's operations, the majority of waste is produced by businesses, and only a small part by visitors. Providing updated information, raising awareness, and encouraging all stakeholders, especially business partners, to act responsibly is crucial for positive changes in responsible waste management.

# We strive to increase the share of secondary raw materials and decrease the share of mixed municipal waste

In 2016, we collected 3,831 tonnes of diverse waste, which was separated into 28 fractions at our eco-stations – 18 of those fractions were secondary raw materials. These fractions, combined into wider categories, comprise the following types of secondary raw materials: paper and cardboard packaging, biodegradable waste,

construction waste, mixed packaging, plastic packaging, wooden packaging, glass packaging, metals, and metallic packaging. In 2016, 63% of total waste was separated at source into secondary raw materials. The designated public utility company takes care of the mixed municipal waste at the waste sorting unit of Ljubljana's central eco-station and further obtains 40% of raw materials.



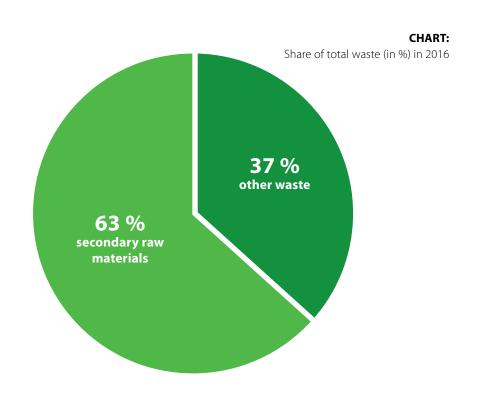


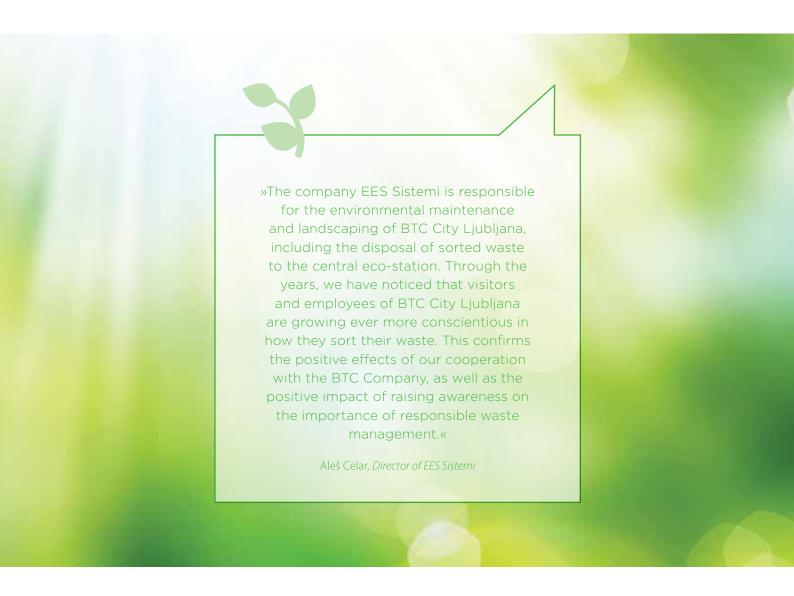
Electric waste disposal vehicle in BTC City Ljubljana

In 2016, we carried out the following projects pertaining to waste collection, separation, and disposal:

- new mobile waste compactor unit on the BTC City Market,
- procurement of Rolli trolleys and tarpaulins in order to reduce the amount of waste foil wrapping in the BTC Logistics Centre,
- installation of oil interceptors in BTC City Murska Sobota.

The results of projects aiming to modernise the waste management system and raise awareness among the public are reflected in the increasing share of secondary raw materials and the decreasing share of mixed municipal waste. Since 2000, when we started with systematic waste management, we have managed to increase the share of sorted waste from 20% to 63%.





#### **CHART:**

Main types of secondary raw materials (share in %) in 2016

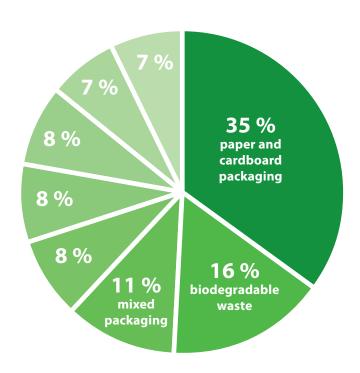
35% paper and cardboard packaging

16% biodegradable waste

11% mixed packaging

8% construction waste 8% glass packaging 8% plastic packaging

7% wooden packaging 7% metals and metallic packaging





BTC City Ljubljana offers cyclists more than



**MISSION: GREEN TRAFFIC** 

# Yes, even traffic can be green

When we get stuck in traffic, it might just cross our mind that we helped create the very traffic jam we are in. Climate change, environmental pollution, and sustainability initiatives are inherently linked with traffic, one of the biggest sources of air pollution. The global trend in green traffic is electric mobility, which is flourishing in Europe in general and in Slovenia in particular: the supply and demand of electric vehicles are on the rise, as are new business models, new developments in battery technology, and the construction of charging infrastructure. All this supports the gradual transition to alternative fuels in traffic.



The Energy Concept of Slovenia projects a significant reduction in greenhouse gas emissions by 2055. By then, we should reach 100-percent electric mobility in personal and public transportation. The BTC Company has already ignited its electric motors. For 2016, we are proud to have bought three new electric cars and set up the electric car sharing system Avant2Go.

Diminishing negative environmental effects, enhancing traffic flow, and improving the safety of pedestrians, cyclists, and drivers alike are among the objectives of BTC's Mission: Green Traffic. Its projects focus on providing adequate parking spaces, modernising the traffic infrastructure, and introducing alternative means of mobility.

We carried out several projects in the field of traffic and transportation in 2016. Some of the most important ones, which contribute to the greater safety of our visitors and a better traffic flow, are:

- four new Avant2Go electric car sharing locations,
- 2<sup>nd</sup> phase of parking lot construction between restaurant Argentino and the Letališka cesta road,
- new parking spaces for visitors between Argentino south and Sports Centre Millenium in BTC City Ljubljana,
- three new electric fleet vehicles (Renault Zoe and BMW i3) for business use by the BTC Company,
- bicycle parking area in the basement of the Crystal Palace.

## Easy access to BTC City Ljubljana for pedestrians, cyclists, and drivers

We already implemented a number of crucial traffic management projects in the past, especially in BTC City Ljubljana, which welcomes 21 million visitors per year. Such large numbers require an adequate infrastructure, which is why we invest in relevant solutions across the entire area of BTC City Ljubljana. Our projects make BTC

City even friendlier to visitors, regardless whether they come to our little city on foot, by bike, or by car. We always bear in mind bike lanes, footpaths, and additional sidewalks. Cyclists can take advantage of the BicikeLJ bike sharing system and more than 490 bicycle parking spaces. In the interest of road safety and better traffic flow, we built 15 roundabouts, a multistorey indoor car park, and info boards that let you know how many parking spaces are vacant at any given time. The entire area has 8,500 free parking spaces, including special parking spots for the disabled and for pregnant women. During daily rush hours and in the case of special events in BTC City Ljubljana we provide additional traffic steering and direction.

Visitors can also use the Ljubljana city bus to access BTC City Ljubljana and the free Citybus service to brave shorter distances within the area of BTC City itself. In September 2016, we added another bus line, number 24, to the already existent line 27 of the Ljubljana public transport – the final stop of the new bus line is located next to the Atlantis Water Park.

#### We are driven by electricity

We pay heed to drivers of electric vehicles, providing them with three free electric car charging stations in BTC City Ljubljana. One of the most valuable acquisitions in green traffic in 2016 was the Avant2Go electric car sharing system. In collaboration with the Avant Car Company, we set up four electric car sharing locations in the area of BTC City Ljubljana. The BTC Company itself also follows trends in electric mobility - we use four electric vehicles for transportation in the area of BTC City. One of them, bearing decals that raise awareness on green mobility, is used by our courier service. All of the above contributes to the realisation of our vision of BTC City Ljubljana as an energy-efficient, traffic-efficient, and technologically highly proficient space.



Electric car of the BTC courier service

»Car sharing in urban centres represents an affordable and environment-friendly type of mobility, which is easily accessible via smart devices. The Avant2Go system, which also includes the area of BTC City Ljubljana, incorporates only 100-percent electric vehicles made by established manufacturers. Together with the relevant charging infrastructure we help reduce the city's carbon footprint and raise awareness on clean and accessible modern mobility solutions, in accordance with the global trends of the sharing economy and independence from fossil fuels.«

Gašper Žvan, CEO of Avant Car



>490
BICYCLE PARKING SPACES



8500 FREE PARKING SPACES









of 100-percent electric vehicles. With the introduction of this system, Ljubljana will be gradually relieved of 500 to 1000 vehicles daily. The better utilisation of the vehicles' capacities will make for less busy roads and will lower environmental pollution due to harmful emissions.

The Avant2Go electric car sharing system









**MISSION: SAFETY FOR ALL** 

# Safety is the prerequisite of freedom and of a high quality of life

The issue of safety and security has been high on the global political and economic agendas due to the increasingly precarious security situation in the world. In addition to physical safety, digital security is also gaining ground. Preventive measures and appropriate security solutions are key. In open spaces with a high visitor frequency, as is the case in BTC City Ljubljana, all-round supervision is a particular challenge. In the BTC Company we focus primarily on general security, fire prevention, and traffic safety. We work towards diminishing the chances of occurrence of situations that might endanger our visitors, business partners, and employees, and are ready to react quickly and efficiently should they nevertheless arise.



We pursue our goal of providing safety for all in various ways, in particular with fire prevention measures, thorough maintenance, and the continuous modernisation of our property protection systems. To ensure safety in the area of BTC City Ljubljana, the BTC Company has its own security unit. Our employees regularly attend professional education and training courses, in addition to ongoing cooperation with the police, rescue, and fire services. In the interest of overall safety and security, we continually upgrade our centrally controlled video system, the anti-burglary security systems, and the fire prevention systems.

In 2016, we carried out the following projects to make BTC City even safer:

• construction of one-way roads and the introduction of a new traffic regime

observing the principles of shared space,

- relocation of the server room to a specialised server room in the basement of the Crystal Palace,
- procurement of a new automated external defibrillator (AED) in the BTC City business building, given to the BTC Company by the UniCredit Bank,
- modernisation of security lighting in Atlantis Water Park,
- installation of a lightning conductor on the east wall of Hall A,
- additional fire exit in Hall 7 north,
- · security lighting in Hall 8,
- upgrade and expansion of fire reporting in buildings in the area of BTC City Ljubljana,
- upgrade of fire protection in building G cold storage – in the BTC Logistics Centre,
- participation in the project "Varno na kolesu", which promotes safe cycling.

The high degree of safety and security in BTC City Ljubljana is a result of the combination of highly trained professional personnel and regular investments in the modernisation and overall improvement of security systems. Our visitors, business partners, and employees are aware of it and feel safe.



### BTC CITY LJUBLJANA IS DESIGNED ACCORDING TO THE PRINCIPLES OF SHARED SPACE

one-way roads in the area of BTC City Ljubljana. This modernisation of road traffic infrastructure slows down traffic and constitutes a more visitor-friendly urban space design. Visitors can drive down unidirectional lanes, pedestrians can make use of the new footpaths, and cyclists can ride on the new bike lanes. This kind of traffic engineering leads to a nicer environment for all, which is further enhanced by the general greenification of the area – in and among the new traffic areas we planted 91 trees and more than 2,000 bushes. With our new traffic design we have retained the number of available parking spaces and initiated a gradual improvement in traffic flow across the entire area.



One-way roads add to traffic safety

The BTC Company security unit





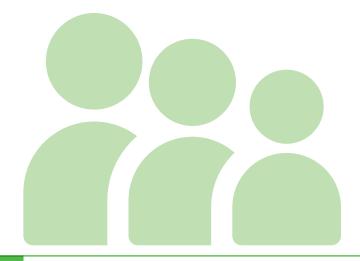




»We have been working with the BTC
Company for more than 25 years.
Together we are developing a physical and technical system for securing BTC
City Ljubljana in accordance with modern trends and guidelines. Our main objective is to provide adequate security in the area of BTC City Ljubljana and to make people in the area feel safe.«

Robert Pistotnik,

President of the Management Board at Sintal Koncern



In 2016 alone, we supported over



**MISSION: SOCIAL RESPONSIBILITY** 

Each individual is merely a drop, together we are an ocean

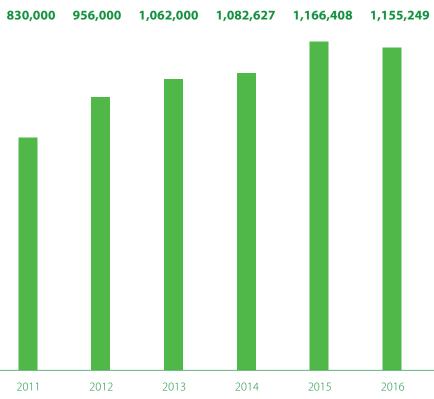
There is an African saying that goes "If you want to go fast, go alone. If you want to go far, go together". In the BTC Company, we also believe that good stories are written only by cooperating with others. The concept of social responsibility has long overgrown the idea of one-time sponsorship and donations. The BTC Company perceives social responsibility as a much broader and longstanding term. Our activities are planned from the perspective of strategic development of the Company; we are establishing solid relationships with individuals and organisations, and are an active participant in co-creating achievements in many fields. We are proud of setting a positive example and of our active involvement in transforming Slovenia into a green, friendly, and progressive country, where living and creating is perceived as pure pleasure.



The BTC Company is growing together with people and organisations that surround us and that share common values, especially ethical approach, respect for the environment, innovativeness, encouragement of progress, and creating added value. In the past six years, we invested as much as EUR 6,252,284 into socially responsible projects. In 2016 alone, we supported over 300 organisations, individuals, events and other activities, as well as other projects in different fields, e.g. sports, education and science, innovativeness, culture, traffic, and ecology. Selected inspiring highlights of our activities are presented on the following pages.

#### **CHART:**

Comparison of values of investments in socially responsible projects of the BTC Company (in EUR) over the years



### We focus on young people and on charity

By cooperating in projects in 2016, the BTC Company paid special attention to young people. For the fourth consecutive year, we supported the contest Encourage Friendship, organised by the Society for Sustainable Development Sobivanje with the support of the Olympic Committee of Slovenia. The contest encouraged 2,800 children from 70 kindergartens and primary schools to think about the meaning of friendship and to discover their own creativity. The prizes for best artworks were awarded at three final regional events in BTC Cities across Slovenia: in Ljubljana, Novo mesto, and Murska Sobota.

In May 2016, primary and secondary school students from three Ljubljana schools taking part in the programme Eco-School planted 1,600 flowers around the Crystal Palace. This is a great example of a broader partnership project. The planting of flowers was carried out by Eco-School and the Knauf Insulation company, which provided green cubes Urbanscape, all under the patronage of business unit Mission: Green and the school garden project Šolska VRTilnica, and with additional support of Semenarna Ljubljana and Unicommerce who provided the students with proper gardening tools. With the greenification of the surroundings of the most sustainable building in Slovenia, the BTC Company is another step closer to managing BTC City Ljubljana as a modern, sustainable, safe, and visitor-friendly social and business centre.

This year, we once again succeeded in connecting sports to charity events. In the field of sports, the already 11<sup>th</sup> traditional 24-hour charity cycling event with Marko Baloh in Sports Centre Millenium should be pointed out. It was attended by 125 cyclists, which is a record for this event. The event was organised in support of the humanitarian organisation Ana's Little Star. In the scope of this event, the visitors collected half a tonne of food with a long shelf life.

Sports Centre Millenium hosted a charity tennis tournament – Pavel Kos Memorial. The event was attended by many sports enthusiasts. Slovenian sports legends, journalists, economists, and friends of Pavel Kos, the first director of Sports Centre Millenium, played tennis for charity.

sport

In 2016, we continued with our more than 20-year-long tradition of supporting the BTC Ljubno Ski Jumping Club. As the general sponsor, during the weekend around Valentine's Day (13<sup>th</sup> and 14<sup>th</sup> February) we, for the fifth consecutive year, supported two FIS World Cup Ladies Ski Jumping competitions in Ljubno ob Savinji. The best female ski jumpers in the world, including the 'Devilish Slovenians', tested the new ski jump, which makes longer and more beautiful jumps possible, for the first time. We saw the first victory of any Slovenian female jumper on home soil. In two days, the Ljubno 2016 event was visited by more than 10,000 fans, while the live coverage of the event was broadcast in more than 10 countries across the world. The broadcast coverage of both events on the Slovenian national television channel was viewed by more than 600,000 viewers.



### FIS WORLD CUP LADIES SKI JUMPING IN LJUBNO OB SAVINJI

organisational aspect, as well as in regard to the number of visitors and the atmosphere they create. Special praise must be given to the locals, all the volunteers, sponsors, and to all the fans of this marvellous sports discipline – they all help create this unique positive energy in the Upper Savinja Valley. In cooperation with them, the BTC Company strengthened the renown and the recognition of women's ski jumping in Slovenia and globally.



#### 35th EDITION OF MARATHON FRANJA BTC CITY



In 2016, the BTC Company in cooperation with the Cycling Association KD Rog and with the support of the City Municipality of Ljubljana and other sponsors organised the 35<sup>th</sup> Marathon Franja BTC City. Despite the bad weather forecast, the three days of five cycling events, boasting amazing sports energy, attracted 6,047 racers from 34 countries. They were cheered on by 20,000 visitors and fans along the course and at the main event area in BTC City Ljubljana. The BTC Company has been the general sponsor of Marathon Franja BTC City since 2003. This is the main cycling event with the largest participation of racers in Slovenia, and one that strengthens the cycling culture among recreational cyclists. With this Marathon, we encourage the development of cycling not only on the professional level, but also carry on with the tradition of raising the popularity of this sports discipline as a way of recreation.

Photo: Prijavim.se

In the year, when the entire world was anxiously expecting the start of the summer Olympic Games Rio 2016, the Olympic spirit also took BTC City Ljubljana by storm, as it became a city of the Slovenian Olympic movement. In the scope of the transformation of BTC City Ljubljana into a safe and lively public area, the cooperation with the Olympic Committee of Slovenia, Association of Sports Federations, resulted in the establishment of the Olympic village with benches and the Olympic clock that counted off the time to the start of the Rio Olympics. BTC City Ljubljana also saw the opening of the Olympic Education Centre, hosting the presentation of the history of Slovenian Olympic athletes and their achievements at the summer and winter Olympic Games. The President of the IOC, Thomas Bach, honoured us with his presence at the grand opening of the Olympic Education Centre. Part of the centre are also the new multi-functional hall and a souvenir shop. By organising a children's programme and training with Slovenian former Olympic athletes, the Centre will in the future take on a more significant role in the promotion of sports, especially among the young people.



The BTC Company has shown its support to culture via our partner organisations. In the Crystal Palace and in Hall A we enable AAMI to carry out its activities and open new possibilities to expand the activities of its artists and projects in the field of culture and arts. In its galleries in BTC City Ljubljana, AAMI offers artists a place to exhibit, promote, and sell their artwork. AAMI also offers companies and individuals consultancy and help in selling their artwork. A constituent element of its activities is also awareness-raising and the education of the broader community on the subject of arts.

# culture

1st AAMI Anniversary



BY SUPPORTING INSTITUTE ATELJE ART MURN INTERNATIONAL (AAMI) WE HELP SPREAD ARTISTS' WINGS



#### THE BTC CAMPUS PROGRAMME PAVED THE WAY TO EMPLOYMENT FOR 60 YOUNG PEOPLE

In 2016, the BTC Company in cooperation with its partners – the Employment Service of the Republic of Slovenia, the Centre of Business Excellence at the Faculty of Economics at the University of Ljubljana, and the City Municipality of Murska Sobota – organised the educational programme BTC Campus, in which 60 participants took part at two locations. Besides the already fourth generation of 30 young people who attended and successfully concluded the programme in the ABC Hub in BTC City Ljubljana, the programme with 30 participants was also carried out in BTC City Murska Sobota – for the first time. The BTC Campus, intended for unemployed graduates, provides its participants with access to new entrepreneurial knowledge and makes meeting new people easier. By taking part in the programme, young people improve their employment possibilities, as some even find the



BTC Campus in Ljubljana

#### THE BTC COMPANY TO RECONSTRUCT THE OLD LJUBLJANA AIRPORT



The planned reconstruction of the old Ljubljana Airport

In 2016, the BTC Company, as the only candidate submitted its application to the public tender and with the project *The Old Ljubljana Airport Reconstruction* entered into a public-private partnership with the City Municipality of Ljubljana.

The project's objective is to restore the airport, design the surroundings, and rekindle the location with new contents, and present it as cultural heritage of exceptional significance, pursuant to the guidelines of the City Municipality of Ljubljana and other organisations included in the project

(Institute for the Protection of Cultural Heritage of Slovenia, Museum and Galleries of Ljubljana, and Civil Aviation Agency of the Republic of Slovenia). The subject of the reconstruction are the control tower and the airport building with their surroundings. The preserved part of the first Slovenian civil airport that operated between 1933 and 1963 represents the monument of local significance. Between 1963 and 1979 it was in use as a sports airport. In 2011, this area became a cultural monument of local significance. The facilities that are still preserved have exceptional historic and architectural value and are fascinating since they reflect historic, technical, urban, architectural, fine arts, and landscape values.

The BTC Company's decision to invest in the project is based on longstanding experience and good practices in the field of property, asset, and space management, and on synergies with the environment, where the Company is already present. The project contributes to the realisation of BTC Company's objectives in the field of space management and supporting the culture.



# education and science

#### ABC HUB AND ABC ACCELERATOR STRENGTHENING THE CONCEPT OF AN INNOVATIVE CITY

After the BTC Company in 2015 co-established the ABC Accelerator and the ABC Hub in BTC City Ljubljana, in 2016 the first of the two innovation centres set a new milestone.

2016 was marked by two international expansions of the ABC Accelerator: in the summer, the European subsidiary – ABC Venture Gates – opened its doors in Munich, Germany, while in the autumn, the ABC Global Home was established in Silicon Valley, USA. Upon this occasion, the proposal of a tighter cooperation of Ljubljana and San Jose was also affirmed. Both subsidiaries connect the Ljubljana ABC Accelerator to technologically advanced environments; on top of that, the connection with the American Mecca of entrepreneurship and innovation also improves access to knowledge via the Stanford University to global investors.



and connect with each other. In 2016, the ABC Hub hosted more than 120 Slovenian and international events, educational trainings, seminars, and hackathons. The successful cooperation

ABC Global Home in Silicon Valley

nnovativeness



ABC Hub as a universal event area

»The ABC Accelerator provides the environment for the development of innovative ideas. Its location in BTC City Ljubljana is ideal for all entrepreneurs who want to test their ideas in a consumer environment. We believe that the advanced mindset quickly spreads from behind the

the advanced mindset quickly spreads from behind the walls of the Accelerator and can be felt also in BTC City Ljubljana. We are grateful and thrilled to see the BTC Company having an ear for breakthrough ideas and that we are together creating an innovative business story – in and for Slovenia, as well as beyond.«

Urška Jež, co-founder and Executive Director of the ABC Accelerator Ljubljana

# social responsibility



For the third consecutive year, the BTC Company has continued with activities of encouraging urban beekeeping in the Slovenian capital. The central message of the project "Help the City Bee – Plant Flowers on Your Windows and Balconies" that was established in 2016 in partnership with the City Municipality of Ljubljana and that in 2017 will expand outside of Ljubljana was

that "every individual can help the bees and the environment". The cooperation with the City Municipality of Ljubljana and the Faculty of Architecture at the University of Ljubljana bore fruits in the form of the exhibition "Urban Bee Homes – Projects of Urban Bee Houses and Beehive Stands". A reflection of great beekeeping tradition in Ljubljana is Ljubljana's Bee Path, a part of which is also BTC City Ljubljana. The greenification of BTC City Ljubljana and planting flowers in the Slovenian capital contributed to a rich honey harvest in our urban beehive next to Water Park Atlantis. In 2016, we produced 87 kilograms of liquid gold of high quality, which is 11 kilograms more than a year before.

#### THE PROJECT »SLOVENIA - A MENTORSHIP COUNTRY« ENCOURAGED INTERGENERATIONAL COOPERATION



The intergenerational cooperation, the transfer of knowledge, and the empowerment of young people are key factors in the young generation taking on a more responsible role in the economic and social development. Since the BTC Company pays a lot of attention to young people, in 2016 the Company supported the project "Slovenia – a Mentorship Country". The all-Slovenian project, organised by Zavod Ypsilon, took place in the scope of the Week of Life-long Learning (TVU) in the innovative centre ABC Hub. The aim was to provide as many young people as possible access to mentors from different fields (economy, entrepreneurship, sports, arts, culture, politics, etc.). At the same time, the project encouraged the transfer of knowledge and information among generations and raised awareness on the significance of mentorship, as well as strengthened intergenerational cooperation.

#### MOST PROMINENT COOPERATIONS AND PROJECTS OF THE BTC COMPANY

#### **IN 2016 IN DIFFERENT FIELDS**

#### **SPORTS**

- sponsorship and co-organisation of Marathon Franja BTC City,
- general sponsorship and co-organisation of FIS Ski Jumping World Cup Ladies in Ljubno ob Savinji,
- · sponsorship of SSK Ljubno BTC,
- sponsorship of Slovene Gymnastics Federation and individual gymnasts,
- sponsorship of Olimpija Basketball Club,
- sponsorship of Slovene Table Tennis Association,
- sponsorship of Olympic Committee of Slovenia,
- sponsorship of HDD Olimpija Hockey Club,
- sponsorship of Golf Association of Slovenia,
- sponsorship of Ice Hockey Federation of Slovenia,
- sponsorship of Slovenian Tennis Federation,
- sponsorship of Cycling Association Rog,
- sponsorship of Organisation ŠKL,

- sponsorship of professional women's cycling team BTC City Ljubljana,
- Alive Step Up event (Run to the top of the Crystal Palace),
- traditional cycling marathon BTCiklin in BTC City Murska Sobota.

#### **CULTURE**

- the reconstruction of the old Ljubljana Airport and the revival of the location as cultural heritage of great significance,
- support of theatre SiTi Teater BTC;
- support of and cooperation with the Cankarjev Dom Cultural and Congress Centre;
- sponsorship of the Ljubljana Festival;
- sponsorship of the AAMI;
- support of the Association for Technical Culture of Slovenia,
- support of the Society for organisation, execution, and promotion of cultural projects,
- support of Fine Artist Society Ljubljana.

#### **EDUCATION AND SCIENCE**

- support of the ABC Accelerator for the development of start-ups and young businesses,
- support of the educational programme BTC Campus for young first-time job seekers,
- strategic partnership with the Business Centre of Excellence of the Faculty of Economics at the University of Ljubljana,
- cooperation with Slovenian Science Foundation (accelerating and promoting science),
- strategic partnership with the foundation Zavod Ypsilon,
- partnership with the Managers' Association of Slovenia,
- sponsorship of Slovenian Marketing Conference, Days of Energy, Environmental Conference,

- · sponsorship of Ljubljana Forum 2016,
- cooperation with IEDC Business school Bled and support of the school,
- establishment of BTC Company's new business pillar for innovations and digitalisation.

#### **SOCIAL AND ENVIRONMENTAL RESPONSIBILITY**

- the revival of the Rog brand and Pony bicycle,
- · 24-hour cycling event with Marko Baloh,
- co-organisation of the Encourage Friendship contest,
- donation of the area for the collection of gifts in the scope of the charity event Santa for a day,
- organisation of events at the BTC City Market for the promotion of Slovenian products and dishes,
- · co-organisation of the Festival Co-existence,
- exhibition Urban Bee Homes Projects of Urban Bee Houses and Beehive Stands.
- charity tennis tournament Pavel Kos Memorial in Sports Centre Millenium,
- planting 1,600 flowers along the Crystal Palace in the scope of Eco-School project.

The BTC Company expresses its gratitude to all its business partners for excellent cooperation, in the scope of which successful sustainability stories have been written, and which motivate us for future socially responsible endeavours and sustainable development activities.

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