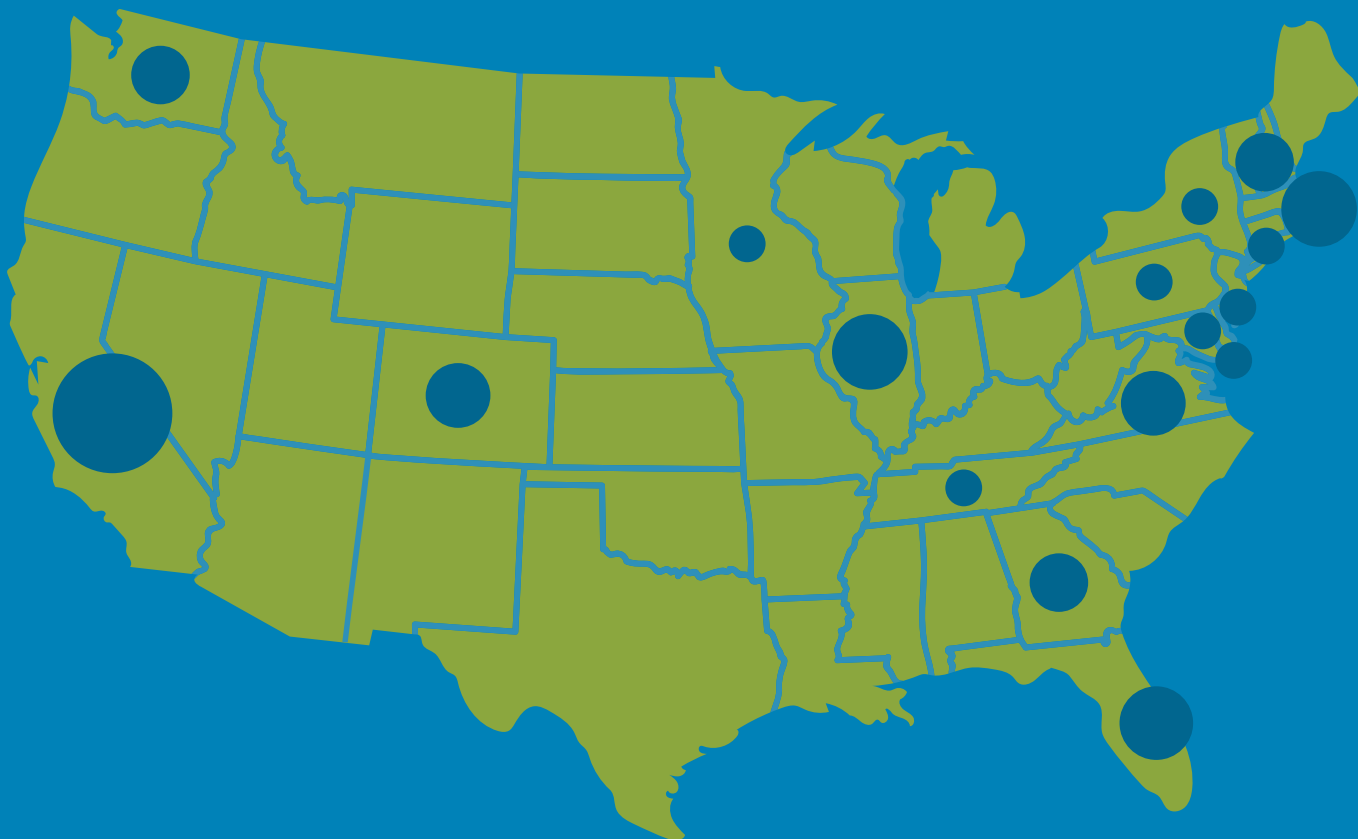




# AIMCO CORPORATE RESPONSIBILITY REPORT 2018

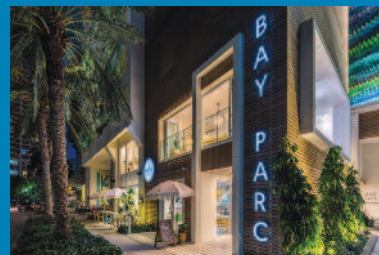
## ESG



**Indigo Apartment Homes**  
Redwood City, CA



**21 Fitzsimons Apartment Homes**  
Aurora, CO



**Bay Parc Apartments**  
Miami, FL

# Introduction

Aimco, a real estate investment trust (REIT) headquartered in Denver, Colorado, is one of the largest owners and operators of apartment homes in the United States. Now in our 25th year as a public company, Aimco provides apartment homes in 17 states and the District of Columbia. The company's shares are included in the S&P 500 and are publicly traded on the New York Stock Exchange under the symbol AIV.

Aimco business activities are defined by a commitment to our mission, vision, and the values which shape the Aimco culture. As with all other aspects of our business, our corporate responsibility program is intentional, explicit, and focused on continuous improvement. We strive to provide an exceptional living experience for residents and a great place to work for teammates, to be a good neighbor in the communities we serve and a good steward for our investors.

We measure success by multiple metrics including customer satisfaction, team engagement, and financial returns. This Corporate Responsibility Report describes our work in environmental stewardship, our commitment to community and relationships, and our dedication to sound corporate governance. For more detailed information, please visit [www.aimco.com/corporate-citizenship/goals](http://www.aimco.com/corporate-citizenship/goals).

## Our Mission:

To consistently provide quality apartment homes in a respectful environment delivered by a team of people who care.

## Our Vision:

To be the best owner and operator of apartment communities, inspired by a talented team committed to exceptional customer service, strong financial performance, and outstanding corporate citizenship.

**134**  
COMMUNITIES

**1,038**  
TEAMMATES

**36,549**  
APARTMENT HOMES



# ENVIRONMENTAL

Our business model is sustainable by design.

Parc Mosaic Apartment Homes  
Boulder, CO

## Land/Build

We make full use of existing infrastructure by redeveloping existing properties and investing systematically in building systems that use water and energy more efficiently. Several of our properties are on the National Register of Historic Places, including Bank and Boston Lofts in Denver, Calhoun Beach Club in Minneapolis, Lincoln Place in Venice, California, and six communities in Philadelphia: The Sterling, Park Towne Place, Riverloft, Locust on the Park, The Left Bank, and Chestnut Hall.

When we construct new properties, for example Park Mosaic in Boulder, Colorado, and Indigo in Redwood City, California, our design and construction are recognized as environmentally sensitive by the LEED rating system, Cal Green or Boulder Green. Our communities like One Canal in Boston and Vivo in Cambridge are designed to enhance their neighborhoods and incorporate technology – improving the ability of Aimco and our residents to manage carefully water and energy use.



**\$218M**

Spent to redevelop or upgrade  
existing properties in 2018

**\$61M**

Spent to construct new  
communities in 2018



The Sterling  
Philadelphia, PA

## Historic Preservation Awards

2018: The Sterling, Philadelphia, PA

2017: Park Towne Place, Philadelphia, PA

2015: Lincoln Place, Venice, CA

# Water

Preserving and using natural resources wisely is an Aimco corporate value. At the center of our water management is a commitment to use only what we need. We have made substantial investments in systems that monitor water usage to identify areas of potential concern before they become costly or chronic. We have a team specifically focused on energy and water conservation programs to improve efficiencies, help our residents manage their water and energy use to achieve cost-savings to them, and to reduce adverse impacts to our environment.



## 1,012,550,393

Gallons of water saved through efficiency over the last ten years

## 4%

Decrease in overall consumption from 2017 (55,757,193 gallons saved in 2018)



Preserve at Marin  
Corte Madera, CA



865 Bellevue  
Nashville, TN

## Water Conservation in Action

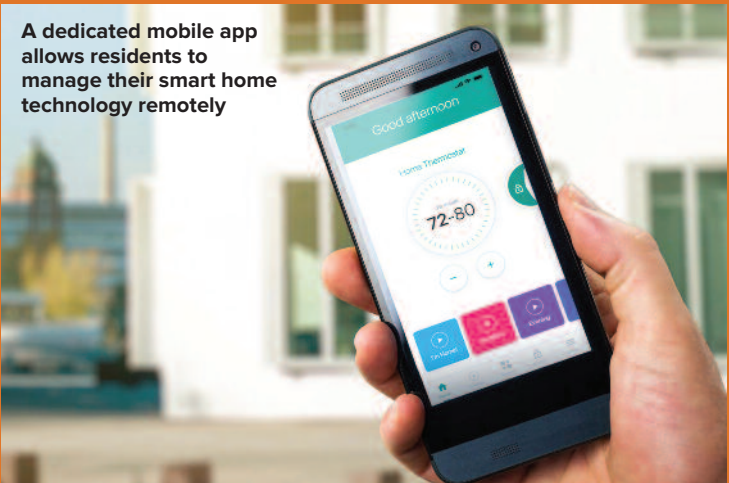
In February 2018, we installed our smart home technology, WaterSignal, at one of our properties in Nashville, Tennessee. Usage at the property averaged just over 91 gallons per unit per day – a good number by industry standards.

In May 2018, daily and hourly alerts led to the identification of a main line leak. If this leak had continued undiscovered for even half of a monthly billing cycle, the loss would have exceeded 430,000 gallons.

# Energy

We track energy use through a dedicated conservation team to manage our costs and reduce adverse impacts to the natural environment. We have made substantial investments to change our energy sources to cleaner steam and natural gas, and away from heating fuel.

<b>236,284,599</b> Kwh of electricity saved through LED and efficient fixtures in the past ten years	<b>10,149,495</b> Therms of natural gas conserved in the past ten years	<b>191,158</b> Metric tons of greenhouse gas emissions eliminated in the past ten years
<b>60</b> Number of conservation projects in 2018, including low flow projects, LED investments, irrigation improvements and more	<b>\$4.5M</b> Total amount invested in conservation in 2018	<b>209</b> Electric vehicle charging ports



A dedicated mobile app allows residents to manage their smart home technology remotely



**100%**

Of apartments will have been outfitted with smart home technology by early 2019, allowing residents to control their energy use more effectively and enable Aimco to manage energy use in vacant units.



# COMMUNITY RESPONSIBILITY & RELATIONSHIPS

Our commitment to others is demonstrated by our corporate and personal integrity and by the respect with which we treat our residents, teammates, business partners, and neighbors in the broader community.

Teammates sort donations at the Food Bank of the Rockies in Denver, CO through Aimco Cares

# Residents

Aimco means home to nearly 70,000 people across America. Providing a superior residential experience is at the heart of our mission and providing excellent customer service is the foundation of our success. Our Good Neighbor Agreement is a mutual commitment between us and our residents. Each resident commits to be a good neighbor, respectful of community standards. In return, we agree to be attentive and responsive, and to maintain a clean, safe, and welcoming environment. Customer service comes first at Aimco, and our professional team strives to respond quickly, effectively and compassionately. It shows in our results.



**54%**

Resident retention in 2018

**96.5%**

Average daily occupancy for 2018

**100%**

Smoke-Free communities

**78,000**

Number of resident surveys

**93%**

Of our residents have access to on-site fitness centers to promote health and wellness



Winner of Multifamily Executive  
**BEST AMENITY  
AWARD**  
for Park Towne Place Art Program

**4.25** out of **5** stars  
Customer Satisfaction  
(CSAT) Scores



# Team

Aimco believes its most valuable asset is its seasoned and productive team.

**\$1.9M**

Investment in team member development in 2018

**4.2** out of **5**

Average team engagement for the past five years

Association for Talent Development

**BEST AWARD**

Only real estate company to earn a spot on the list

**\$32,700**

Aimco Cares 4U financial assistance to team members needing emergency support in 2018

**63%**

Reduction in workplace injuries over past five years

**586**

Children of team members have received Aimco Cares College Scholarships

**4**

Team members became U.S. citizens in 2018 through the Aimco Cares Citizenship Program

## FULL PAY & BENEFITS

For teammates deployed on active-duty in the U.S. Military

Our welcoming workplace includes:

- Retirement plans for all
- Profit sharing
- Flexible work schedules and dress code
- Aimco Connection Intranet
- All-Aimco Town Hall Meetings
- Internal social network
- Weekly e-newsletters
- Over 300 stories highlighting teammates

## ATTRACT

- Focused recruitment
- Onboarding process

## DEVELOP

- 550 Training courses provided
- 21,669 Trainings completed
- Opportunities for advancement within Aimco

## RETAIN

- 68% Management positions filled internally
- Performance-based compensation

Teammates celebrate Aimco's sixth consecutive recognition as a Denver Post Top Workplace in Colorado



# Community

We have a strong track record of community service since our IPO 25 years ago. We value service to others – it’s one reason we encourage every teammate across the country to become involved in service projects and activities that matter most to them.

Through our business we also build communities – a responsibility we don’t take lightly. This means partnering with a wide range of stakeholders, elected officials, neighbors, and industry partners to create positive outcomes and lead by example.

In 2018:

**4,768**

Meals distributed through  
Meals on Wheels, food  
pantries, and others

**3,899**

Pounds of food donated  
through food drives

**4,618**

Hours volunteered

**3,145**

School supplies donated

**138**

Volunteer events organized

**96**

Nonprofits served

- + Support for military families
- + Scholarships for students in affordable housing
- + Teammate directed match program
- + Invest in Kids ski fundraiser
- + Bike MS Fundraiser
- + Aimco Cares raffle proceeds
- + 15th Annual Charity Golf Classic



**\$583,980**

Total amount donated

## Recognizing Our Partners

For the past eight years, Aimco has recognized individuals who lead the way on solving the complicated housing crisis in Los

Angeles with the Aimco Housing Impact Award. The 2018 Housing Impact Award was presented to a team that spearheaded the first project to break ground through Measure HHH, an important ballot initiative that provides funding for permanent supportive housing for seniors, veterans and other people experiencing homelessness or mental health issues.



Aimco teammates present 8th annual Housing Impact Award



# GOVERNANCE

The Board's modeling of collaboration, ethical decision-making, and individual accountability is reflected in our cross-departmental Executive Committee and Senior Leadership Team.

Aimco's Board of Directors give back through Aimco Cares by visiting veterans with disabilities at the Colorado State Veterans Home in Aurora, CO

# Leadership

Our experienced, dedicated Board of Directors brings deep expertise and sound decision-making to Aimco. The board helps us articulate our purpose and the ways in which we aim to make a positive contribution to society.

The Board sets an example of personal integrity and professional accomplishment for all Aimco teammates. Transparency to shareholders, diligent compliance with laws, regulations, and industry standards as well as the higher standards of their spirit, an uncompromising commitment to Aimco's Code of Business Conduct and Ethics define Aimco and how we treat customers and teammates. It also guides how we address issues ranging from a safe and respectful workplace to participation in the betterment of the communities where we do business.

**87.5%**

Independent Board of Directors

Annual engagement with stockholders  
representing more than

**73%**

of outstanding shares in 2018



CEO Terry Considine  
with Women's Leadership  
Foundation Board Chair  
Jo Lynne Whiting

Recognized by  
Boardbound, Women's  
Leadership Foundation:

**CORPORATE  
SALUTE  
AWARD**

Top 12% of Colorado  
companies with three  
or more board seats  
held by women

**38%**

Board seats held by women, recognized  
by the Women's Forum of New York

Board leadership development:

- ✓ Selection of CEO
- ✓ Evaluation of CEO
- ✓ Succession Planning
- ✓ Management Development



**1**

All Aimco directors have always been  
elected only to one-year terms

# Policies and Ethics

We have been a leader in the establishment and implementation of corporate governance practices, adopting policies and procedures long before they became industry standards, or NYSE or SEC requirements. Underlying our business activities is a commitment to our core values of integrity, respect, collaboration, performance culture, and a focus on customers. Our corporate philosophy is founded upon high ethical standards and professional responsibility. To ensure compliance and strict adherence to government regulations and industry standards and their spirit, Aimco teammates must pass annual courses including Fair Housing, the Fair Labor Standards Act, REIT requirements, and Aimco's Code of Business Conduct and Ethics.

## COMPOSITION

- ✓ **Supermajority independent board**
- ✓ **Intentional balance of different backgrounds and experiences**
- ✓ **Board refreshment, self-evaluation by the Board**
- ✓ **Disciplined balance of retention for institutional memory and recruitment for fresh perspectives**
- ✓ **All Standing Committees are composed entirely of independent directors**
- ✓ **Independent director stock ownership averaging \$2.1M**

## PROCESS

- ✓ **Meets regularly independently of CEO with access to additional resources as needed**
- ✓ **Lead director engaged in setting agendas, executive sessions**
- ✓ **Regular access to and involvement with management**
- ✓ **Active committee chairs directly engaged with management**
- ✓ **Accessible to stockholders**
- ✓ **Practice of continued discussion until a consensus is reached**
- ✓ **Requirement of annual election by a majority of votes cast, backed by contingent letters of resignation**

## RESPONSIBILITIES

- ✓ **Code of Business Conduct and Ethics**
  - **Anti-bribery/anti-corruption policy**
  - **Policy on use of company funds for political purposes**
  - **Valuing a Culture of Respect: Anti-harassment Training**
  - **Confidential whistle-blower access to our General Counsel and to the Board itself**
- ✓ **Compliance (Fair Housing, Equal Employment Opportunity, Insider Trading)**
- ✓ **Proxy access**
- ✓ **Vendor Code of Conduct**
- ✓ **Enterprise Risk Management**
- ✓ **Occupational Health and Safety policy and performance reports**





4582 S. Ulster Street  
Suite 1100  
Denver, Colorado 80237  
[www.aimco.com](http://www.aimco.com)