



MAN 01 - BUILDING USERGUIDE

SHOPLAND NYÍREGYHÁZA

v1
2025

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1 SCOPE AND GENERAL INFORMATION

This Building User Guide (BUG) provides essential, easy-to-understand information for the daily operation of Shopland Nyíregyháza, tailored to employees, visitors, and facility management staff. Its purpose is to support the efficient use of design features and ensure that any changes to the building are appropriately managed.

This Building User Guide meets the core requirements of BREEAM In-Use Man 01 credit. It provides clear operational guidance, supports sustainable building use, and ensures health, safety, and comfort for all users. The guide is regularly reviewed and updated to remain effective and relevant.

Shopland Nyíregyháza integrates sustainability-focused features, driven by the following goals:

- Commitment to environmental and social responsibility.
- Conservation of natural resources.
- Reduction of utility costs through energy efficiency.

By following the guidance in this document, the building can be operated more efficiently, enhancing user satisfaction and minimizing resource waste.

2 GENERAL DESCRIPTION OF THE BUILDING

The shopping centre is located in Nyíregyháza, a key urban centre in Eastern Hungary, at 36 Pazonyi út. This area is characterized by a blend of residential and commercial developments, contributing to a lively and accessible urban environment. The retail park is anchored by a Tesco Hypermarket, which serves as a major draw for daily and weekly shopping needs.

The site benefits from good accessibility via local public transport and road infrastructure. Several bus lines connect the area to the city centre and surrounding districts, while the location along Pazonyi út ensures convenient access by car. Ample surface parking is available on-site, supporting ease of access for visitors arriving by private vehicle. The surrounding infrastructure also supports pedestrian and bicycle traffic, contributing to sustainable mobility options.

The shopping centre has been serving the local community since the early 2000s, and continues to offer a diverse mix of retail and service outlets tailored to everyday needs.

Shopland Nyíregyháza consists of several parts that connect some technological and operational units to each other:

- a TESCO hypermarket with its own operating facilities and some of its own technological installations
- a commercial gallery, consisting of commercial units, an adjacent passage, facilities, and common technologies. It provides a wide range of opportunities for purchasing fashion brands and electronics.
- parking lot, gas station, car wash, access roads and green areas around the shopping centre

The total area of the shopping centre is 17591,17 m², from which 2006,17 m² is mall area and 15585 m² is Tesco area.

3 ENVIRONMENTAL ASPECTS OF THE BUILDING

3.1 Energy management

Energy saving, and energy efficiency have been taken into consideration by building owners.

Therefore, low-energy and energy efficient equipment will be installed, and the lighting of the whole shopping centre will be switched to LED lights. This retrofit covers all tenant and common areas, including corridors, service zones, and outdoor spaces such as parking lots, pathways, and façades. The LED lighting installation significantly reduces overall power consumption while providing reliable and consistent illumination quality throughout the site.

To improve energy management even more, the cooperation of the building users is also necessary:

- The building users should turn off any electric devices (e.g., lighting, computers, heating/cooling systems etc.) when they are no longer necessary to use/after workhours.
- Additionally, electric devices should be left unplugged after workhours, if possible.
- The building users should keep the windows closed when the space heating/cooling is turned on.

3.2 Water consumption

Potable domestic water is used throughout Shopland Nyíregyháza. Primary water uses are taps, cleaning, toilet flushing, catering, cooling tower make-up, car wash, and showering. Water consumption is continuously monitored.

The WC's flushing is operated by pushing. There are two buttons to decrease the amount of used water for flushing the toilet. The smaller button is for the liquid waste (4,5 litres/ flush) and the bigger button is for the solid waste (6 litres/ flush).

In men's restrooms the urinals are operated by infra sensors that automatically flush after leaving.

On the hand washing basin taps, the flow is regulated by aerators, which save approximately 40% of water.

3.3 Waste Management

The building encourages selective waste collection as part of its sustainability efforts. The recommended practices include:

- Cardboard boxes and cardboard waste should be collected and flattened.
- Paper waste (excluding contaminated or greasy papers, tissues, napkins) is suggested to be placed in transparent trash bags.
- Film and plastic waste (excluding greasy or chemically contaminated items) should also be placed in transparent bags.
- PET bottles (e.g. soft drink and mineral water bottles) should be collected separately.
- Mixed municipal waste is recommended to be disposed of in transparent trash bags.

Paper and plastic waste are typically the most common types generated. Tenants are encouraged to sort waste and use the designated containers located at the supply entrance on the southern side of the building's facade.

Vegetable oil residues from food court units are required to be dealt with separately by these originators at their own expense and the disposal of this waste must be documented by the administrator.

Food waste from food court units and waste of a plant and biological nature, remains of animal tissues and residues must be placed in a special container by these producers.

Restaurant units are obliged to submit fat disposal protocols to the administrator and hand over the safety data sheets of the cleaning and washing agents used. It is prohibited to use a waste crusher in restaurant units.

4 BUILDING SERVICES OVERVIEW AND ACCESS TO CONTROLS

4.1 Heating, cooling and ventilation

Heating, cooling and ventilation of common areas is provided by roof units and roof exhaust fans.

The heat source is a gas boiler II. category located in the southeast part of the building.

Hot air curtains are applied in the entrances.

Heating, cooling and ventilation of small commercial units is air drawn in from the shopping arcade and extracted by exhaust roof fans.

Heating, cooling and air conditioning of large commercial units is ensured by their own rooftops. The heat source is a central gas boiler.

Technical rooms, some TESCO hypermarket offices and shopping centre management offices are equipped with refrigeration. Typically, split type refrigeration systems are installed.

4.2 Indoor Air Quality Management

During normal building operations, indoor air quality (IAQ) is maintained through regular HVAC servicing and filter replacements, ensuring consistent ventilation and filtration. Low-emission cleaning products are used to minimize airborne chemicals and particulates. Smoking is prohibited indoors and designated outdoor smoking areas are placed away from air intakes to prevent smoke infiltration. Smoking is forbidden within a distance of 5 (five) meters from the building's entrances. All IAQ-related policies and procedures are reviewed annually by the Property Manager, or sooner if significant changes occur, to ensure they remain effective and aligned with current building use and occupant needs.

4.3 Lighting

Approximately 82% of the whole shopping centre is covered by LED lights and the outdoor lighting is mostly provided by discharge lamps.

4.4 Guarding, Alarm-systems

The building of the Shopping Center is guarded 24 hours a day. Common areas and parking are also guarded. However, the building's parking lots are not operated as "guarded" in the sense of the relevant provisions of the Civil Code. The operator of parking lots - Shopland Nyíregyháza is responsible for parked vehicles only in accordance with the relevant provisions of § 435 et seq. Civil Code.

5 PRE-ARRIVAL INFORMATION FOR VISITORS

By entering the centre, visitors and customers acknowledge that throughout the Shopping Centre, they may use all devices and equipment at their own risk, such as automatic doors, benches, chairs, shopping carts, doors, and windows, etc.

Moreover, by entering the centre, visitors, and customers of the Shopping Center acknowledge that during the events and promotions organized by the centre or a contracted third party, image and sound recordings may be taken of the visitors and customers, and they consent to the public publication of those.

6 PROVISION OF REST AREAS AND ACCESS TO SHARED FACILITIES

The whole property consists of several parts. Main shopping mall divided to the downsized TESCO hypermarket area, retail unit's area (shopping gallery) and the fast-food units centred in the food court area. Outside area consist of the main parking area, loading dock area and central routes accommodating the smooth traffic around the central building. There are als pavements and sidewalks for pedestrians.

Toilets (for both genders) and urinals are in the right corner of the building. There are also toilets for disabled people and a room for mothers and infants.

For tenants and employees, there are changing rooms, toilets, and showers as well.

7 SAFETY AND EMERGENCY INFORMATION

The building is equipped with following fire safety system, devices, and measures:

- Fire Electronic Alarm System
- Building - FAS is connected directly to the fire brigade
- Sprinkler system ensured by two underground sprinkler pumps (El) in the underground water tank situated under the sprinkler room.
- Evacuation Speaker system
- Backup Power source - Diesel generator and 3xUPS backup stations with accumulators
- Fire protected closures (doors) and Escape egress doors
- Protected Egress routes
- Central Stop and Total Stop buttons for electrical disconnection in case of danger.
- Automatic Fire ventilation and smoke ventilation system
- Water hydrants (external)
- Portable Fire Extinguishers
- Emergency lights – some autonomous, some with central backup
- Fire dampers
- Fire separated walls, Fire seals
- Emergency signs
- Key safe box, central key

In the event of an accident, security incident, fire, or other serious event, please contact the following telephone numbers:

Dome Service Center: +36 1 423 0000

Other important phone numbers:

- 112 – Emergency
- 105 – Fire service
- 104 – Ambulance
- 107 – Police

8 EVACUATION OF THE BUILDING

The evacuation of the building is carried out in accordance with the Fire Evacuation Plan.

Evacuation of the building is declared by the dispatcher in case of a fire, natural disasters, threats, the discovery of a dangerous object, and other situations endangering the property and health of individuals in the building.

The evacuation is coordinated from the dispatcher's office, and tenants are responsible for guiding their employees, workers, customers, and visitors in accordance with the evacuation plan and these guidelines. They must also promptly follow the instructions of the building's dispatcher or the commander of the emergency services.

In the case of a partial evacuation, the building's dispatcher will inform the respective tenant, and the tenant will, in coordination with the building's security, facilitate the evacuation. A partial evacuation is declared by the dispatcher in the event of a malfunction or security incident that locally threatens property or the health of individuals and has no immediate impact on other activities within the Shopping Centre.

9 Provision of and access to transport facilities

There are two types of building users: permanent users (mostly employees) and visitors.

According to local laws building areas open to the public must be barrier free, accessible for all the users including people with special needs due to disabilities. Services provided to the visitors including those with physical, visual, auditory, or mental impairment, different age groups, gender, ethnicity, and fitness levels are made accessible for all.

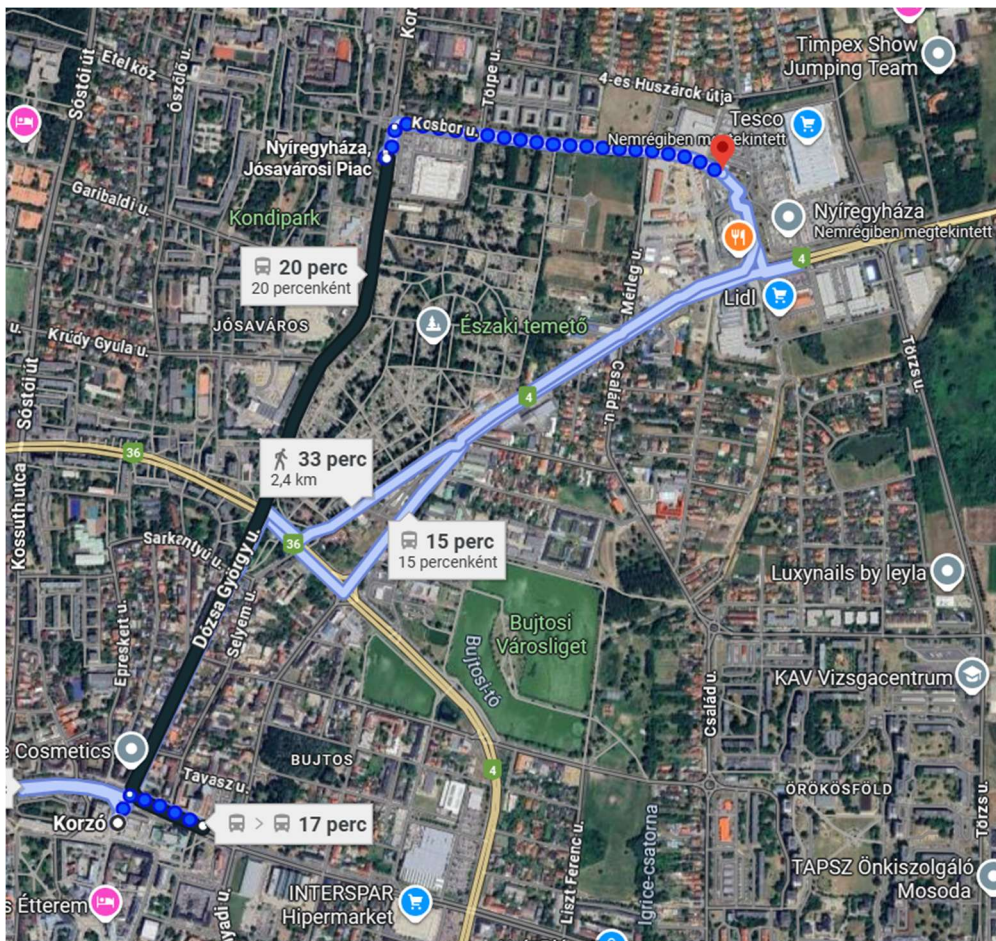
9.1 Pedestrians

Visitors can have access to the Shopping Centre through safe pedestrian routes which are separate from service roads.

9.2 Public transport

The site is not served by a metro line, as Nyíregyháza does not have an underground system. However, the Shopland retail park is accessible via several local bus routes that connect the area to the city centre and surrounding residential districts. The location along Pazonyi út also ensures excellent access by car, with direct road connections to key parts of the city and the wider region.

In addition to public transport, the area supports alternative modes of travel, including pedestrian access and cycling infrastructure, which contribute to sustainable mobility and enhance overall connectivity for visitors.



1. figure: Shopland Nyíregyháza út travel routes [source: Google Maps]

9.3 Parking

The parking of the Shopping Centre is free to use for the building users.

spaces. Family and disabled parking spaces are the closest to the building entrance.

9.4 Provision of and access to local amenities

Many amenities can be found within the building. The layout below shows the Shopping Centre, with some of the amenities marked:

- Commercial functions: various shops within the building.
- ATM: there is an ATM within the building.
- Restaurant: at the food court there are a wide range of restaurants.
- Pharmacy: there is a pharmacy within the building.

10 Opening hours

The basic opening hours of the units are set at 9:00 am to 8:00 pm from Monday to Sunday, except for some public holidays determined by the administrator.

The opening hours of the TESCO hypermarket are 00:00 am to 24:00 pm from Monday to Sunday, except for some holidays and inventory.

11 Links, references, and relevant contact details

Building users can direct their complaints towards the maintenance team. Their contact details are listed below.

The Facility management is provided by Dome Facility Management Kft.

- Name of the Facility Manager: Orosz Márk
- E-mail: orosz.mark@dome.hu
- Phone: +36 (70) 454 4449