SHOPLAND EGER

Environmental Policy

Shopland Eger

3300 Eger, II. Rákóczi Ferenc utca 100

Sept 2025.

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INTRODUCTION

Shopland Eger is located in the city of Eger, Hungary (3300 Eger, Rákóczi út 100.). The site is situated in a retail and commercial zone with well-developed urban infrastructure and good connectivity to the city's road network.

The building primarily supports retail and supermarket functions, complemented by warehouse/storage areas and office space, and is situated on a plot with limited outdoor landscaped green space. The facility has a Gross Internal Floor Area (GIFA) of 15,985.4 m², with clearly designated zones including retail (primary function) and warehouse areas (3,859 m²). The building was originally constructed in 2000 and underwent major renovation in 2004.

The building's location ensures good transport accessibility, particularly by car and bicycle, with direct access from Rákóczi út and the surrounding urban road network. In addition to the amenities available within the Centre itself, there are restaurants, shops, banks, and services within walking distance of the site.

Figure 1: The building

The property comprises 2 above-ground floors and no underground levels. The internal floor-to-ceiling height is approximately 3 meters, which is suitable for retail functions and customer circulation. The building is occupied by approximately 55 daily users (staff), with an average daily usage of 16 hours, across 360 operational days per year. The net lettable area (NLA) is 15,800.4 m², while non-lettable areas (e.g., technical and circulation zones) are minimal. The surrounding site includes paved surfaces (exact area not available) and some landscaped green areas (data not available). Therefore, the green coverage ratio cannot be precisely determined.

Item	Details
Building name	Tesco Eger (Shopland Eger)
Address	3300 Eger, Rákóczi út 100., Hungary
Location	City of Eger
Year of construction	2000
Year of renovation	2004
Building shape	Rectangular
Above-ground floors	2
Underground floors	0
Typical floor height	3 m (floor-to-ceiling)
Gross Internal Floor Area	15,985.4 m²
Net Lettable Area	15,800.4 m²
Daily users (average)	55 people (staff)
Average annual operating days	360 days
Average daily usage	16 hours

Table 1. – Basic Building details

2 PURPOSE OF THE POLICY

Our vision is based on a fundamental belief that by embracing the sustainability agenda and by helping the building users implement sustainability strategies that reduce costs and generate value, our own business will become more sustainable, grow stronger and thrive. We recognise our responsibility to the tenants and any building users, both present and future. We are committed to helping secure a better, more sustainable future for all.

The direction of Shopland's policy:

- We will provide an outline and a framework that will enable the tenants and their staff to promote and develop sustainable business outcomes.
- We will set a strategy and reporting procedures that will ensure continual improvement of the building's sustainability performance.
- We will ensure that our staff are involved in the implementation of this policy and have a comprehensive understanding of sustainability and climate change and how this affects the property.
- We will be an advocate for sustainability in the wider business community by actively engaging with our suppliers and business partners to develop the values and approaches that will help to deliver a more sustainable society

3 SCOPE

- This Environmental Policy covers the entire building, that is Shopland Eger.
- The Environmental Policy and all referenced supporting procedures, guidance, and information, shall be adopted by all parties related to Shopland Eger, including the Property Manager, Facilities Management, and their sub-contractors.
- The Property Manager shall encourage tenants to adopt the principles covered within the policy.

4 AIMS

This policy sets out the position on environmental sustainability, recognizing responsibility that comes with influencing several different tenants. The philosophy and approach set out in this Policy should be applied to the management of activities with a significant environmental impact. The intention is to extend the Environmental Policy to all stakeholders related to Shopland Eger.

Our long-term objectives are to:

- Wholly support and comply with or exceed the requirements of current environmental legislation and codes of practice.
- Minimize our waste and increase our efforts to reuse or recycle even more of it. Selective waste collection is already provided on site, and we will continue to strengthen recycling practices across tenants and facility management.
- Minimize energy and water usage in our buildings, vehicles, and processes in order to conserve supplies, and minimize our consumption of natural resources, especially where they are non-renewable. Shopland Eger is continuously monitored for electricity, gas, and water use, and efficiency projects are planned to reduce consumption.
- Increase our renewable energy use in the building.
- Apply the principles of continuous improvement in respect of air, water, noise, and light pollution from our premises and reduce any impacts from our operations on the environment and local community. LED lighting, low-emission HVAC systems, and outdoor light fittings designed against light pollution are already in place.
- As far as possible purchase products and services that have the least environmental impact and encourage others to do the same. Facility management partners follow international standards for sustainable procurement and maintenance.
- Assess the environmental impact of any new processes or products we intend to introduce in advance. Fit-out and refurbishment works are required to use low-VOC materials and energy-efficient systems.

Commitments:

- The building will conduct its business responsibly to protect the environment and health and safety of our employees, our tenants, and any building user.
- We will carry out our business with respect and care for both the local and global environment.
- Environmental risk assessments, such as Legionella monitoring, refrigerant management, and emergency response planning, are embedded in building operations.
- We aim to reduce our carbon and ecological footprint and lead by example for the wider community to ensure a better quality of life for everyone.

- Shopland Eger is committed to aligning with international decarbonisation pathways through upgrades in building systems, improved energy efficiency, and expansion of renewable capacity.

5 STRATEGY FOR SHOPLAND EGER

Environmentally sustainable best practice will focus on the areas outlined in the next subsections. Each subsection has the following structure: first the current measures and procedures are introduced and explained, then the future improvements and targets for each category are described, if applicable. This ensures a clear pathway from existing performance to continuous improvement.

Detailed information including machinery specifications, operational guidelines, and sustainable use of the systems can be found in the Building User Guide and Building Maintenance Manual. These documents provide technical references for tenants, facility managers, and auditor

5.1 Resource management

- We are committed to the responsible management of energy and water and we promote the conservation of these resources in all our operations.
- The use of resources, such as energy and water, is regularly monitored. The data is used to understand energy and water use patterns and identify potential inefficiencies. Monitoring is also essential to setting reduction targets. The Property Management is committed to investigating any exceptional readings.
- The results of the monitoring measurements are reported to Management via emails and available to building's occupants as well.
- Invoices for the used resources are sent monthly.

- The building is operated with a Building Management System (BMS) that controls the main HVAC systems (heating, rooftop units, chillers, ventilation), central lighting, and technical alarms. Remote web-based access is facilitated for the facility management team. Timed programs and zone-based setpoints are applied to optimize energy savings.
- Energy efficient equipment is in place, including Viessmann gas boilers (one condensing, one conventional), a Trane chiller with low-GWP refrigerant, and rooftop units with heat recovery. The systems were designed to minimize manual intervention and ensure stable indoor comfort.
- The lighting system across common areas and tenant spaces consists almost entirely of LED luminaires. Motion sensors are installed in toilets and circulation areas to avoid excessive electricity use. Outdoor lighting (parking, facade, canopies) uses LED luminaires with cut-off optics to prevent light pollution.
- The use of natural daylight is limited in the hypermarket and mall interiors, but perimeter shops and common entrance zones benefit from glazed facades.

5.1.2. Energy management

A sophisticated Building Management System (BMS) controls the building's heating, main chillers, lighting, heat recovery system, central air handling and lighting. The BMS centre is situated in the custody room ("+2" level) but web-based remote access is also facilitated for the authorized personnel (e.g., the technical manager). Timed programs can be used to optimize system settings in terms of energy savings.

- Low-energy and energy efficient equipment were installed. The built-in systems were designed and engineered to provide almost automatic controls to provide less tasks for the building users.
- A heat pump energy recovery system was installed in the building to enable heat recovery. These devices return the heat dissipated by heat exchangers from the exhaust air of air handling units into the heating circuits, lessening this way the consumption from the district heating input. Water is permanently circulated in the prime circuit of the heat pump system.
- The heat pump units may be used for both heating and cooling.
- On the ground floor and the upper floors, natural light reaches the rooms through large, heat reflecting windows.
- The normal lighting system comprises of energy efficient LED luminaries and energy- saving lamps.

These are controlled by the BMS. Some of the lights (e.g., in toilette blocks), operate with motion sensors to avoid the excessive use of electricity.

- The lightning systems may vary depending on the preferences and interior architectural concept of the tenants, but they are encouraged to use energy efficient solutions by the building management

- Tenants are asked to:
  - Switch off the lights and heating/cooling system where possible when leaving the workplace. Additionally, any electric devices should be turned off when not in use (unplugged, if possible).
  - Not to open windows when the heating/cooling is switched on in the room.
  - Use interior blinds at night in wintertime to improve the insulation of the building.
  - Use daylight during the day as much as possible to avoid unnecessary illumination.

Future improvements and targets

- Introduce a formalized energy reduction strategy for tenants, including awareness campaigns and reporting.
- Develop the Green Lease framework further, with goals and tracking for tenant-level energy and water consumption.
- Investigate potential photovoltaic capacity on the roof to over some share of electricity demand.
- Investigate further efficiency upgrades in HVAC (replacement of the older non-condensing boiler, optimizing rooftop units).

5.1.3. Water management

- Various measures are already in place and under development to reduce the amount of water used and increase efficiency.
- Most of the tenant and common-area washbasins are already fitted with water-saving taps, including infrared sensor-operated mixers (Schell brand) and aerators to reduce flow.
- In urinals, automatic flush controls with presence detection have been installed, reducing unnecessary water use.
- Legionella prevention is part of the building's operational policy: thermostatic mixing valves are applied where needed, and hot water systems are regularly heated above 60 °C according to a programmed cycle. Legionella tests are performed annually, and the latest results confirm compliance.
- Water consumption in common areas is centrally metered and monitored. Consumption data is reported monthly, and abnormal values trigger follow-up from the facility management.

Tenants are asked to:

- Turn off the tap after use, in the case of manually operated taps.
- Report any leaks immediately to the facility manager.
- Use water-efficient equipment where possible and comply with fit-out requirements related to low-flow fixtures.

Future improvements and targets

- Increase the share of water-saving equipment, including further installation leak detection system
- Investigate opportunities for rainwater or grey water reuse for toilet flushing in the long term
- Develop a policy for water-saving equipment use during refurbishments and maintenance.
- Develop active collaboration and incentives to reduce tenant water consumption.

5.1.4. Waste management

Shopland Eger supports selective waste collection and cooperates with the municipal waste provider. Measures are already implemented and functional throughout the building. Waste is separated into the main streams required by local regulation: municipal mixed waste, paper/cardboard, plastics, and hazardous waste.

- Designated waste collection points are available in the service and back-of-house areas, accessible to all tenants. Facility management has informed tenants about the proper use of these points.
- In customer zones, selective collection bins for paper, plastics, and residual waste are placed at visible locations on each floor. The food court is equipped with larger capacity bins, allowing separation of food-related packaging.
- Hazardous waste (e.g. oils, cleaning chemicals, fluorescent lamps) is collected in sealed container barrels upon request and handled through a licensed waste contractor.

- Tenants are asked to:
  - Make sure that their staff follow the waste management guidelines.
  - Ensure that separated waste is not mixed at source, and to cooperate with facility management during audits.

Future improvements and targets

- Develop a formal Waste Management Strategy with reduction targets for operational waste.
- Expand selective collection to cover additional fractions (e.g. metal, glass, organic waste) to go beyond the municipal minimum.
- Reduce operation-related waste generation by 25% within 2–3 years, and up to 50% in the long term (about 10 years).
- Discourage the use of single-use plastics. Encourage restaurants and cafés within Shopland to adopt reusable or biodegradable alternatives.
- Investigate options for food donation in cooperation with charities, ensuring that reusable surplus food is redirected rather than discarded.
- Introduce separate collection for biodegradable food waste at the food court if donation is not possible.

- Develop a plan for tenant collaboration in order to reuse leftover food (charities).
- In case reuse of the leftover food is not possible, collect biodegradable waste separately at the food court.

5.2 Sustainable procurement

Every purchased product and service has an impact on the environment and consequently on human health during its lifecycle. Our choices of purchasing, recovery and disposal of waste can affect not only our local community but also worldwide. Therefore, our aim is to minimize these effects by purchasing materials that are recyclable or made by suppliers who offer sustainable choices. Our partners must follow a similar philosophy to Shopland's in terms of sustainability. The Owners strongly encourage and support the Tenants to follow their sustainable purchasing policy.

At Shopland Eger, sustainable procurement is partly integrated into daily operations through the facility management partner (Dome Facility Services Kft.), which operates under an ISO 14001 certified Environmental Management System. Cleaning agents, maintenance materials, and technical replacements are selected with preference for eco-certified and low-emission alternatives.

In practice, this means that Shopland Eger's procurement processes for facility operations (e.g., HVAC maintenance, cleaning, lighting replacements) already consider ISO-based requirements, while tenant procurement is encouraged to align through Green Lease clauses and fit-out guidelines.

Future improvements and targets

- Taking the whole lifecycle of a product into account. Considering the acquisition of raw materials used, the toxicity of the product or its manufacturing processes, if it contains any recycled materials, the amount of packaging used for the product, whether it is energy or water efficient, maintenance required, potential for reuse or recycling, disposal options, where it is made and if the product is supporting Fair Trade.
- Choosing products that are less damaging to the environment and human wellbeing. Green procurement does not necessarily mean buying 'the greenest' product on the market, it is about buying 'greener' and finding products that suit organizational needs.
- Purchasing products and services with environmental and social considerations in mind, with equal weighting to price, availability, and performance.
- In practice, this means that Shopland Eger's procurement processes for facility operations (e.g., HVAC maintenance, cleaning, lighting replacements) already consider ISO-based requirements, while tenant procurement is encouraged to align through Green Lease clauses and fit-out guidelines.

5.3 Responsible refurbishment practices

The Owner of Shopland Eger is committed to carrying out refurbishment tasks, tenant fit-outs, and any potential transformation or extension works in an environmentally conscious way. Throughout the lifetime of the shopping center, there will be several refurbishments to maintain quality and provide a good experience to visitors. For these processes, we will use the best available energy-efficient and environmentally friendly options and materials. Our main guidance lines regarding refurbishments are the following:

- Encouraging and prioritizing low-emission materials specification, in line with the Indoor Air Quality Policy (low-VOC paints, adhesives, coatings). Considering the Environmental Product Declarations (EPDs) where available.
- Re-use of existing building materials and furniture where possible, and preference for secondary/recycled content materials in replacements.
- Preference for regionally available options, minimizing transport impacts.
- Avoiding the use of hazardous or restricted materials such as lead, polychlorinated biphenyls (PCBs), asbestos, glass fibre, cadmium, radioactive isotopes, or crystalline silica.
- Implementing fit-out guidelines that require tenants to apply similar low-emission and sustainable material criteria.
- Implementing appropriate site waste management practices during construction and refurbishment to facilitate segregation of the different waste streams and maximize recycling ratios.
- During construction works, noisy activities must be scheduled to minimize the disturbance of neighbours and visitors.
- In case of comprehensive refurbishment works that might risk drainage pollution, drain inlet protection and proper sediment control are mandatory throughout the works.
- Ensuring tidy storage of materials and equipment in protected areas to prevent any damage or leakage

Future improvements and targets

- Utilization of durable and weatherproof materials for long-term resilience and reduced maintenance needs.
- Target to recycle at least 85% of construction and demolition waste generated during major refurbishments, with contractual requirements for contractors to comply in long term.
- In the long term, Shopland Eger is dedicated to aligning with circular economy principles, by cooperating with suppliers and contractors to reduce raw material use and promote reuse.
- Integrate refurbishment performance reporting into the Green Lease framework, so tenants' fit-outs can also be monitored for compliance.

5.4 Biodiversity

To understand the ecological value of the site, Shopland Eger commissioned an ecological baseline assessment as part of its sustainability program. The site is located in a highly urbanised area with large parking facilities and retail units and currently has only limited green areas.

Existing vegetation is concentrated around the perimeter of the property and in scattered planting zones. These areas mainly consist of grass surfaces and some ornamental shrubs. There are no rooftop gardens at present, and biodiversity features such as insect hotels or bird boxes have not yet been installed.

Future improvements and targets

- Increase the amount of green areas within the site, especially by planting native species along the parking zones and pedestrian pathways.
- Investigate the feasibility of installing green infrastructure such as green roofs or walls on suitable building elements.
- Develop a Biodiversity Action Plan to set measurable objectives and monitor responsibilities.
- Implement biodiversity-enhancing measures such as insect hotels, birdhouses, and flowering plants to provide habitat for pollinators and birds.
- Develop a night-time light pollution policy for outdoor lighting to reduce impact on nocturnal species.

5.5 Pollution prevention

Detailed information of specific polluting materials and their handling in Shopland Eger may be found in separate documents, such as the “Indoor Air Quality Policy”, “Refrigerant Replacement Strategy”, and other documents

The main points are shown below:

- We consider the concentration of VOCs (volatile organic compounds) in materials and minimize the use of such materials for all refurbishments, fit-outs, and maintenance works. Tenant guidelines also require low-VOC paints, adhesives, and coatings.
- Carefully consider purchasing products containing toxic substances, organic solvents and other potentially hazardous components that are subsequently released into the environment.
- Avoid the material usage of lead, polychlorinated biphenyls (PCBs), asbestos, cadmium, radioactive isotopes, and crystalline silica in the building.
- Technical equipment is being gradually replaced to minimize the use of ozone-depleting and high-GWP refrigerants. The current main chiller operates with R454B (GWP 466), which is already a low-impact refrigerant compared to older HFCs.
- Outdoor lighting uses LED luminaires with zero upward light output (ULOR = 0%), preventing light pollution and minimizing ecological disturbance.

Future improvements and targets

- Develop a general GHG (greenhouse gas) emission reduction policy for both direct (on-site gas use, refrigerants) and indirect (grid electricity) emissions.

- Establish a monitoring and reporting framework for CO_2 emissions, linked to annual utility consumption and CRREM decarbonisation pathways.
- Expand sustainable transport features by installing EV charging stations, improving cycling infrastructure, and promoting public transport access.
- Increase the use of eco-friendly cleaning products across all operations and require certified low-impact alternatives in service contracts.

5.6 Transportation

Shopland acknowledges that transport is responsible for around a quarter of EU greenhouse gas emissions, making it the second biggest greenhouse gas emitting sector after energy. Therefore, we promote the use of alternative transportation modes (such as public transport, bicycle, car sharing, etc.) to minimize CO_2 arising from transport.

- Shopland Eger is located along the main road corridor (Rákóczi út) and is directly served by local bus lines, with bus stops located within walking distance from the main entrances. The "Building User Guide" provides detailed information on the available public transport routes. We encourage building users to utilize public transport whenever it is practical.
- In Shopland's large surface parking area, accessible parking spaces are designated close to the entrances. Bicycle racks are installed near the pedestrian entrances, and additional stands are available along Rákóczi út.
- At present, EV charging stations and car sharing facilities are not yet installed, but they are part of the planned mobility improvements.

Future improvements and targets:

- Develop a sustainable mobility strategy for the site, prioritizing EV charging points, cycling infrastructure, and better integration with public transport.
- Investigate opportunities for partnerships with e-mobility or car sharing providers.
- Increase the number of alternative transportation features (e.g., public transport, bicycles, electric cars, car sharing, etc.) and actively communicate these options towards building users.
- Introduce awareness campaigns for tenants and staff to promote sustainable commuting and reduce single-car usage.

5.7 Climate resilience

Shopland recognizes the increasing importance of climate adaptation and resilience in the face of rising temperatures, more frequent heatwaves, and extreme weather events. As part of our environmental commitment, we aim to ensure the building's infrastructure and operational practices are prepared for these long-term climatic shifts.

- Ongoing improvements include the optimization of Building Management System (BMS) controls, allowing adaptive regulation of heating, cooling, and ventilation systems in response to climate stressors. Energy targets are periodically reviewed considering climate performance.
- Recent refurbishments have included LED lighting upgrades and HVAC replacements (e.g., Viessmann condensing boiler, Trane chiller with low-GWP refrigerant), which contribute to energy resilience by lowering dependency on older, less efficient systems.
- A Climate Hazard Risk Assessment and Emergency Response Plan has been prepared, covering risks such as heatwaves, storms. A separate Flood Risk Assessment is under preparation, which will assess climate scenarios and propose adaptation measures (e.g., improved drainage, stormwater retention).

Future goals include:

- Integration of climate vulnerability metrics into building monitoring protocols.
- Development of adaptive shading and ventilation features to counteract urban heat island effects.
- Refinement of climate risk reporting aligned with the EU Taxonomy and BREEAM Resilience indicators.

6. Tenant and staff involvement

The Owner's responsibilities include making sure of the proper distribution of the Environmental Policy throughout the building management. Then, the Tenants' responsibility is to ensure that their staff is aware of and following the Policy.

- The Owners will provide stakeholders with knowledge, education and general awareness in environmental topics and practices.
- It is the building management's responsibility to schedule necessary staff training to ensure sustainable use of the building.
- The Owner will promote and develop the inclusion of environmental related content within communications.
- Any necessary reporting should be forwarded to the building management contacts. In
- addition, tenants are asked to follow these points:
    - Instead of traveling, leverage online meeting tools (online meeting or conference calls, etc.).
    - Communicate with employees, tenants and other stakeholders and share best practices.

6.2 Compliance with laws and regulations

Shopland Eger's Environmental Policy fully complies with all Hungarian and EU environmental laws and regulations, including those covering energy, water, waste, air quality, and occupational health and safety.

7 RESPONSIBILITIES, CONTACTS

- The Property Manager is tasked with ensuring that the Environmental Policy is implemented and that all relevant stakeholders are made aware of the aims and objectives established for the asset.
- Responsibilities of the Property Manager include:
- Endorsement and approval of the Environmental Policy.
- Ongoing efforts to identify, assess, and reduce the adverse environmental effects of the activities, facilities, products, and services of the building.
- Provision of information and training of building users on the effects of the development of the processes and products to minimize the detrimental effects of its activities on their health and on the environment.
- Development of plans and programmes setting objectives and goals and updating of emergency plans that will make it possible to reduce risks, minimize adverse environmental effects, and regularly monitor the progress and effectiveness of the measures applied, fostering the ongoing improvement of the processes and practices.

- Instructing the Facility Management contractor to carry out monitoring, measurement, and, if appropriate, corrective activities.
- Appointment of specialist consultants or commissioning of studies and testing in order to monitor performance in areas such as energy, water, waste, indoor air quality, Legionella, refrigerants, or

acoustics.

- Establishing annual budgets for sustainability-related actions.
- Performance of internal audits and cooperation with external BREEAM audits.

- Instructing the Facilities Manager to carry out monitoring, measurement, and, if appropriate, corrective activities.
- Appointment of specialists consultants/commissioning of studies and testing in order to monitor areas of performance.
- Establishing budgets.
- Performance of internal and external audits.

Official contact person from the Operating company:
Muzsnyai, Edina (ESTON International Kft.)
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The Maintenance company and their contact details:
Maintenance company name: Dome Facility Services Kft.
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8. DOCUMENT REVIEW AND VALIDITY

This Environmental Policy shall be reviewed at least every two years or earlier if significant operational, legal, or environmental changes occur. The latest review was conducted in August 2025 for Shopland Eger.

The Policy remains in effect until the next scheduled review or until it is updated and re-approved. Any changes shall be communicated to all relevant stakeholders.