Social Risk and Opportunity Assessment of Shopland Eger

September 2025

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1. Introduction

The aim of this assessment is to identify the social risks and opportunities related to the building in Eger.

In the case of commercial real estate, ESG considerations traditionally focus on the “E” for Environment, as environmental issues are more easily quantifiable, and therefore more easily comparable and integrable into corporate risk management. Rising temperatures, extreme weather events, and climate change-induced natural disasters pose significant threats to physical infrastructure and may have financial implications, such as insurance, regulatory, maintenance, and repair costs. However, implementing an ESG strategy that also addresses social (S) and governance (G) aspects can increase a property’s value, reduce operational costs, and improve a company’s reputation and culture.

Social risk assessment aims to identify and explore the connections between the building and the affected social groups. Defining social risk types is complicated by the complexity of social relationships, which may not be limited to the immediate geographical area. Therefore, social risks and opportunities are understood within the framework of the broader socio-economic background and the specific interactions between communities and the property. Mapping these relationships in detail requires a high degree of stakeholder awareness, which is why the process should begin with the identification of relevant stakeholder groups. Particular attention should be given to vulnerable groups with lower resilience, who are more exposed to social risks.

According to a commonly used definition, social opportunities are understood as inherent features or deliberate actions through which the building enhances and supports community resilience—for example, by offering shelter from climate-related crises or by providing space to strengthen social interaction and collaboration.

This document follows the recommendations and definitions of the BREEAM In-Use International Technical Manual, as well as broader industry best practices. Therefore, risks must be evaluated both in terms of “impacts from the surrounding society on the building” (B1–B4 in Annex 2) and “impacts from the building on the surrounding society” (A1–A12 in Annex 1).

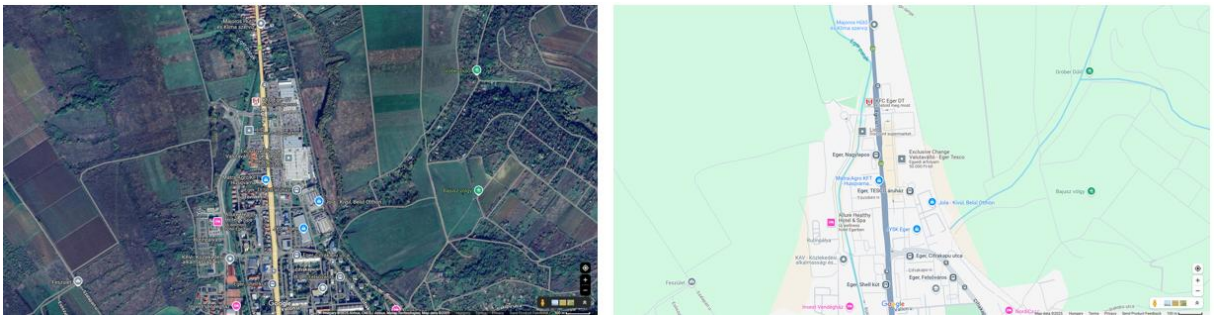
In total, thirteen social risks have been identified, two of which required more detailed analysis. Subsequently, Chapter 7 outlines a series of social opportunities identified based on the social risks and the specific context of the building and its owner. The resulting list presents a range of potential actions that the building owner can take to contribute to a more resilient community.

1.1. Introduction of the building

1. Figure Picture of the internal green area of the building

Shopland Eger is located in the city of Eger, Hungary (3300 Eger, Rákóczi út 100.). The site is situated in a retail and commercial area with access to established urban infrastructure. The property is located in a district well-connected to the city's road network.

The building primarily supports retail and supermarket functions, supplemented by warehouse/storage areas and offices, and is situated on a plot with limited outdoor landscaped green space. The facility has a gross internal floor area of 15,985.4 m², with clearly designated zones including retail (primary) and warehouse functions (3,859 m²). It was constructed in 2000 and underwent major renovation in 2004.



1. ***Figure. – Location of site is marked with blue circle (Source: Microsoft Bing Map)***

The property comprises 2 above-ground floors and no underground levels. The internal height between floors is approximately 3 meters, making it suitable for retail 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 is 15,800.4 m²; non-lettable areas are minimal (e.g., service zones and circulation). The surrounding site includes paved areas (exact figure not provided) and green landscaped areas (data not

available), therefore the green coverage ratio cannot be determined. The building has a rectangular footprint and is not subject to monument protection.

Item	Details
Building name	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

1. Table: *Basic building details*

1.2. Alignment with Sustainable Development Goals

3. Figure: *Social Risk Assessment related SDG Goals (the SDG-Goals which aligned to the assessment marked with sharper tone)*

The United Nations Sustainable Development Goals (SDGs) offer a globally recognized framework for addressing key social, environmental, and economic challenges. The social risk and opportunity assessment of the building demonstrates how a commercial asset can contribute to these goals through inclusive design, ethical operations, and community engagement.

The assessment identifies direct links between the building's social risks, proposed mitigation measures, and the promotion of SDG objectives—particularly Goals 1, 3, 5, 6, 8, 10, 11, 12, 13 and 16. The following sections outline how the building aligns with each of these goals.

SDG 1: No poverty

Social exclusion—especially of individuals with disabilities or those at risk of forced labour—can reinforce poverty cycles. The building's potential role in offering accessible infrastructure and equitable employment supports local poverty reduction by enabling greater participation in the workforce and community life.

SDG 3: Good health and well-being

Risks such as light pollution, pandemic vulnerability, extreme temperatures, and workplace stress are addressed through adaptive building systems, emergency preparedness, and employee well-being programs. Additionally, proposals such as green communal areas and micro-mobility infrastructure help foster physical and mental health for both users and visitors of the building.

SDG 5: Gender equality

The assessment emphasizes the importance of creating an inclusive environment for women and gender-diverse individuals. Opportunities to support gender equality within the building include the provision of lactation rooms, support for mothers returning to work, and the adoption of gender-sensitive facilities and policies.

SDG 6: Clean Water and Sanitation

SDG 6 aims to ensure the availability and sustainable management of water and sanitation for all. Within social risk assessment, this goal is linked to risks such as pandemic exposure, poor sanitation infrastructure, and unequal access to clean water—particularly affecting marginalized communities. Managing these risks through inclusive planning, hygiene measures, and resilient infrastructure helps protect public health and promotes environmental justice, aligning with the objectives of SDG 6.

SDG 8: Decent work and economic growth

The building has a significant role to play in supporting fair labour practices and inclusive employment. Recommendations include integrating commitments to SDG 8.7 on modern slavery prevention into lease agreements and procurement policies and encouraging equal opportunity hiring. These measures support decent work and long-term economic inclusion.

SDG 10: Reduced inequalities

The assessment addresses the risks of exclusion faced by Roma communities, people with disabilities, and other vulnerable groups. Recommendations such as improved accessibility, anti-discrimination provisions, and awareness-raising campaigns help reduce structural inequalities within and around the building.

SDG 11: Sustainable cities and communities

The building's location within a dense urban environment enables it to serve as a model for inclusive and sustainable urban development. Proposals to improve ground floor integration with the surrounding community, enhance walkability, and support urban greenery are aligned with the goal of resilient, inclusive cities.

SDG 12: Responsible consumption and production

While the focus of the assessment is social, the findings also acknowledge the interdependence of social and environmental sustainability. Ethical procurement practices that include social responsibility clauses can reduce risks in the supply chain and promote responsible business practices throughout the building's operational ecosystem.

SDG 13: Climate action

Climate Action focuses on taking urgent action to combat climate change and its impacts. In the context of social risk assessment, it relates to risks such as exposure to extreme weather events, unequal environmental impacts, and inadequate adaptation measures. These risks can disproportionately affect vulnerable groups and undermine social cohesion. Addressing them through resilient planning, equitable resource distribution, and climate-sensitive design supports both community well-being and the goals of SDG 13.

SDG 16: Peace, justice and strong Institutions

The focus is on directly relevant to social risk assessment as it addresses key issues such as human rights protection, access to justice, non-discrimination, and institutional accountability. Social risks like unauthorized access or crime, modern slavery, workplace inequality, and weak community engagement reflect underlying challenges in governance, transparency, and inclusion. By identifying and mitigating these risks, organizations contribute to the development of peaceful, inclusive, and well-governed environments—core aims of SDG 16.[1].

1.3. Social risks related to shopping centres

1.3.1. Social risks of shopping centres and commercial buildings

Shopping centres, while playing a key role in the everyday urban and regional life of residents, also present a variety of social risks. These are not limited to economic inequalities but extend to wider societal issues, such as social exclusion, limited accessibility, and unequal opportunities for integration. In cities like Eger, where retail hubs such as Shopland Eger attract both local and regional visitors, the commercial space functions as both a service provider and an informal social environment. This dual role highlights the importance of addressing social risks within these built environments, particularly in relation to inclusion, accessibility, and representation.

1.3.2. Social exclusion and accessibility

Although shopping centres are often designed as "third places", places for social interaction outside of home and work, the physical and social accessibility of these spaces varies greatly. Shopping centers, by virtue of their location, infrastructure, and the targeting of high-income consumers, can serve as sites of social segregation. Studies suggest that many shopping centres cater primarily to higher socio-economic groups, leading to exclusion of lower-income populations and marginalized groups such as ethnic minorities and immigrants. This can create barriers for these groups, limiting their access to both the retail experience and the social interactions that shopping shopping centres provide.

For example, social mixing within shopping centers is more likely in suburban shopping centers, which are often frequented by both lower- and middle-income individuals. However, high-end shopping centers, typically located in urban centres, tend to attract wealthier patrons and remain less accessible for economically

[1] https://sdgs.un.org/goals

disadvantaged groups. These trends suggest that social mobility and inclusion are significantly influenced by the location and accessibility of these commercial spaces, contributing to segregation within urban environments.

1.3.3. Social isolation and the role of shopping centers

Shopping centers are increasingly being used as social hubs, particularly by vulnerable groups such as the elderly, immigrants, and those with low educational attainment. These groups tend to use shopping centres not just for shopping, but also for meeting people, escaping isolation, and maintaining social ties. Research shows that elderly individuals, in particular, report shopping shopping centers as important venues for combating loneliness.

The role of shopping centers as third places is especially significant in urban areas where public spaces may be limited. Shopping centers provide a safe, climate-controlled environment, which becomes even more important for individuals with limited mobility or health conditions. However, despite the potential social benefits, these spaces often fail to be truly inclusive due to factors like economic pricing, lack of public transport connections, and social norms that discourage interaction across different social strata.

1.3.4. Discrimination and social integration challenges

Shopping centers have been found to perpetuate discrimination and social exclusion, particularly for ethnic minorities such as the Roma. While these commercial spaces are marketed as public areas, the reality is that they often reinforce existing social hierarchies. Roma individuals, for example, experience significant barriers to full social integration in shopping centers, both in terms of employment opportunities and access to services.
Moreover, staff behaviour within shopping centers, including discrimination by security personnel or retail workers, can alienate certain groups, particularly those from marginalized backgrounds. The economic pressure to create an aesthetic environment often leads to the exclusion of groups who might be seen as less “desirable” consumers, further exacerbating social tensions.

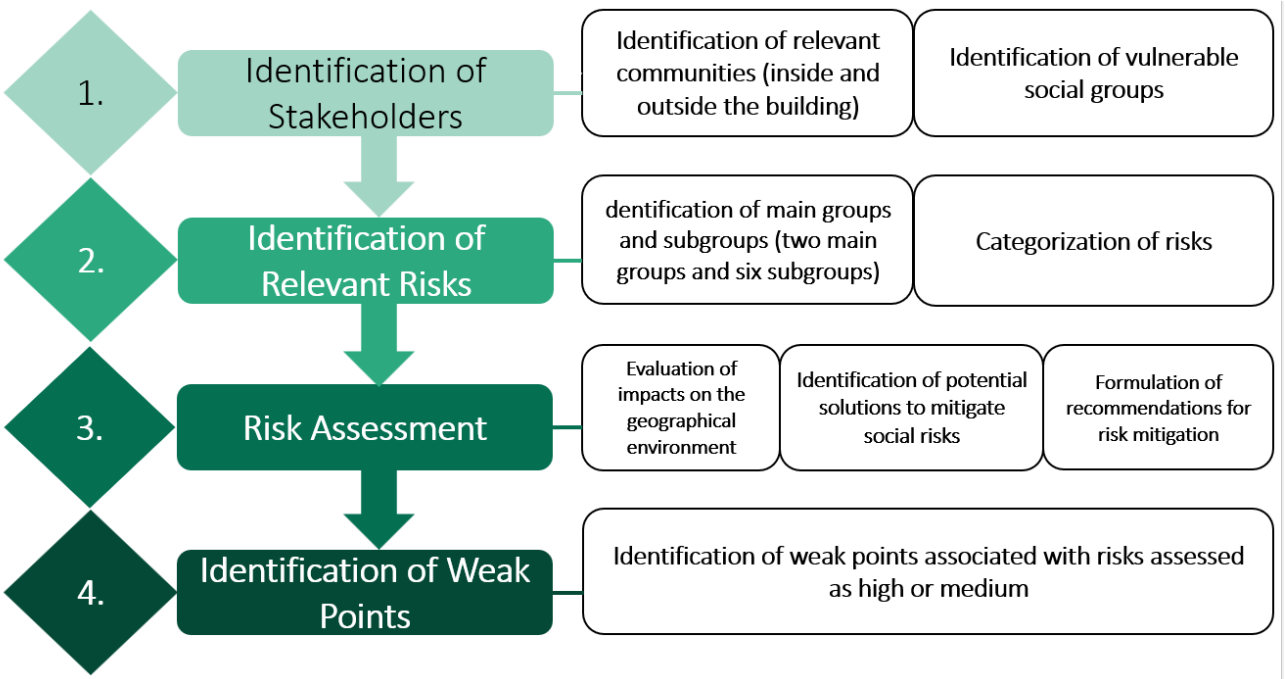
1.*3.5. The role of shopping center design and infrastructure in social integration*

Shopping center design and infrastructure play a crucial role in facilitating or hindering social integration. While some studies emphasize the importance of making shopping centers accessible to all groups—by ensuring features like public seating, ample signage, and safe, welcoming spaces—others highlight how poorly designed spaces can exclude certain groups. For instance, gated entrances, limited access points, and a focus on consumerism over social interaction can turn these spaces into exclusive environments where only certain social classes feel comfortable.

To mitigate these risks, it is critical to design inclusive shopping centers that cater to the needs of all social groups, with a strong emphasis on equitable access to resources and opportunities for interaction across social boundaries. Furthermore, community engagement in the development of these spaces can help ensure that

their social roles align with the diverse needs of the population, fostering social cohesion and reducing the risk of exclusion[2] [3] [4] [5].

2. Methodology for social risk assessment



4. Figure: Logical structure of the social risk assessment

The Social Risk Assessment of the building follows the logic illustrated in the diagram below.

The process is grounded in the BREEAM In-Use International Manual and broader industry best practices, adapted to the specific context of a multifunctional urban retail and leisure complex.

First, a stakeholder mapping exercise was carried out, with special attention given to groups identified as vulnerable. These include women, Roma people, and persons with disabilities. In the case of the building, additional attention was paid to low-income groups, commuters, and marginalized ethnic minorities, due to the building's central location and high daily footfall.

[2] Kunc, J., Križan, F., Novotná, M., & Bilková, K. (2022). Social dimension of shopping centers operation: The case of the Czech Republic and Slovakia. Sustainability, 14(3), 709. https://doi.org/10.3390/su14030709
[3] Pettersen, G. R., Nordbø, E. C. A., Skipstein, A., & Ihlebæk, C. (2024). Shopping centres as third places: Sociodemographic differences in use of shopping centres and non-shopping motivations for visits. Journal of Place Management and Development. Advance online publication. https://doi.org/10.1108/JPMD-09-2023-0084
[4] Liu, P., & Yang, D. L. (2022). Research on risk evaluation of shopping mall investment. Proceedings of the 2022 International Conference on Economic Management and Cultural Industry (ICEMCI 2022), 470–476. https://doi.org/10.2991/aebmr.k.221128.086
[5] Beiró, M. G., Bravo, L., Caro, D., Cattuto, C., Ferres, L., & Graells-Garrido, E. (2024). Shopping mall attraction and social mixing at a city scale. Computers, Environment and Urban Systems, 104, 101999. https://doi.org/10.1016/j.compenvurbsys.2023.101999

Thereafter, a range of potential risks were identified and evaluated. The assessment distinguishes between two primary categories:

A. Impact of Building on Community
7.1 Public Health and Wellbeing
7.2 Poverty and Social Exclusion
7.3 Public Safety
7.4 Responsible Leadership and Community Relations
B. Impact of Community on Building

2. Table: BREEAM Social Risk Categories and Contextual Risk Matrix for the building

These categories were supplemented by context-specific risk types relevant to shopping shopping centers, such as access barriers, light pollution, social inequality, and third-place functions.

Data collection was based on internal documentation, stakeholder interviews, building audits, and field observations provided by the owner, asset manager, and operational staff. The risks were then evaluated within the specific operational and social context of the building, considering existing mitigation measures and the degree of social resilience.

The full list of identified risks is presented in ***Annex 1*** and ***Annex 2***, with each risk assigned a code (A1–A13 and B1–B4). The annex tables include a risk description, vulnerable stakeholder groups, existing control measures, impact and likelihood ratings, and recommended actions, where applicable.

Where risks were still considered medium or high after evaluating current mitigation, further investigation was recommended. These risks may point to significant vulnerabilities that warrant immediate attention.

Risks A5 (Pandemic risk), A7 (Workplace inequality), A8 (Community relations), and A10 (Stressful work environment) were identified as areas requiring continuous monitoring or targeted actions.

Following the risk evaluation, the building was also assessed for social opportunities—based on its urban location, functional diversity, and interaction with surrounding communities.

Metrics

Metrics are used to provide a standardized and comparative basis for assessing risk levels and tracking progress. However, social metrics are typically less quantifiable than environmental indicators and must be tailored to the specific context of the building and its occupants.

Since this is the first social risk and opportunity assessment for the building, baseline data is limited. It is therefore recommended that the metrics proposed in this report begin to be monitored, to support goal setting, future evaluation, and impact tracking during subsequent assessments.

2.1. Screening for stakeholders

The community impact of a multifunctional retail and leisure centre such as Shopland Eger Shopping Centre is broader than that of a private office building. Therefore, in this assessment, both the building occupiers (including tenants, employees, and management) and the wider public (visitors, customers, and surrounding residents) are considered part of the community. The following large stakeholder groups have been identified in the location of Shopland Eger Shopping Centre:

Identified stakeholder groups		code
Community within the building	Owner	O
	Employees of owner	EO
	Building management	M
	Building staff	BS
	Renters (Tenants)	R
Community outside the building	Wider community	C
	Visitors	V

3. Table: *Stakeholder Groups Involved in the Building–Community Relationship*

2.1.1. Owner and employees

The owner of Shopland Eger Shopping Centre is Shopper Park Plus Plc, which exercises decision-making authority over leasing, tenant selection, and operational policies. The owner's representatives are not permanently based on-site but coordinate with the local property and facility management teams. Facility management duties have been assigned to Dome Facility Services Group, a third-party provider selected through a procurement process. The owner influences tenants' operational practices through two key instruments: house rules and lease agreements. Although there is currently no separate site-specific sustainability strategy for Shopland Eger, broader ESG targets are partially implemented through facility operations and internal policies.

2.1.2. Building manager and Staff

Facility management services are provided by Dome Facility Services Group, which offers integrated building support, including cleaning, security, and maintenance services. Although energy and water management systems are present, Shopland Eger does not currently have an overarching sustainability framework guiding daily operations. Nonetheless, staff members are involved in the execution of day-to-day operational procedures and support compliance with health, safety, and basic environmental requirements (e.g. selective waste collection, emergency access routes, etc.). Staff receive periodic internal training. The facility management company operates under its own corporate ESG objectives, which include energy efficiency, employee development, and quality assurance protocols. There is currently no site-specific climate adaptation plan or emergency preparedness document available; however, relevant technical data (e.g. refrigerant inventories, maintenance protocols) are centrally documented and updated.

2.1.3. Renters (Tenants)

The building primarily houses retail tenants, food service providers, and other commercial operators located across the single-storey shopping centre. No upper-floor office spaces exist. Tenants are subject to house rules and lease obligations, some of which include requirements for selective waste collection and operational coordination. Each tenant manages its own ESG-related measures, typically at a basic compliance level.

The building includes shared internal areas such as bathrooms, technical corridors, common service areas, loading zones, and parking, which are managed by the facility services provider. While there is no community garden or family room, the site offers dedicated accessible parking spaces, pram-friendly corridors, and a baby-mother room. This stakeholder group mainly consists of shop personnel, security staff, cleaning staff, and food service workers, with a diverse range of social and economic backgrounds.

2.1.4. Wider community

The wider community includes all customers, local residents, and passers-by who interact with the building. As a retail destination in a mid-sized Hungarian city, the building attracts a consistent stream of visitors, especially during weekends and holidays. Shopland Eger is easily accessible by car and public transport, and is located near residential areas and urban infrastructure.

The centre's visibility, accessibility, and commercial role shape its impact on the community. While local residents benefit from the convenience of goods and services, the surrounding area may occasionally be impacted by traffic and noise. The building is perceived by some visitors as a regional meeting point, though its functions are largely commercial. Unlike multifunctional urban centres, Shopland Eger does not host community programming or regular public events, and its potential as a "third place" remains limited by its design and operational focus.

2.1.5. Visitors

Visitors to Shopland Eger comprise local residents, suburban shoppers, and individuals passing through the area. Although the shopping centre does not serve as a tourist destination, it receives regular footfall due to its retail offering and accessible location.

Design and operations focus on customer convenience and safety. The interior layout includes barrier-free corridors, clear signage, accessible toilets, and a nursing room. Facility staff conduct regular cleaning and basic safety checks. While air quality or noise monitoring is not regularly reported, basic facility standards are maintained. No formal ESG-related visitor engagement initiatives are in place, but some passive information is available regarding selective waste and parking guidelines.

Although Shopland Eger does not organize community events or environmental campaigns, it provides a safe and well-maintained environment for visitors. No central feedback mechanism exists for visitors, and their needs are addressed through on-site staff when necessary. Overall, the building contributes to the city's commercial and social ecosystem, but plays a limited role in broader community engagement or social inclusion efforts.

3. The country and city characteristics

3.1. Eger and its surroundings

The building under assessment is located in Eger, the county seat of Heves County in northern Hungary, a historically significant city in the region. According to the 2022 census, Eger had a resident population of around 49,000, which represents a decrease of approximately 8,000 people (-13.4%) compared to 2011. The population density in the city is about 532 inhabitants per km². The gender distribution is roughly balanced (~47% men and ~53% women). The main age groups are: 0–14 years: ~11.9%; 15–64 years: ~63%; and 65 years and older: ~25.1% of the population. These figures indicate an ageing population in Eger, with one of the highest elderly proportions among Hungarian county seats. The housing stock of Eger comprises about 26,100 dwellings, of which ~10.8% are vacant. The vast majority of homes are owner-occupied, with only ~9.3% of dwellings rented out. Housing construction in recent years has modestly increased the stock even as population declined, leading to shopping centerer household sizes (~1.9 persons per dwelling).

The population of Eger is less linguistically and ethnically diverse than that of the capital. The vast majority of residents are ethnic Hungarian. The Roma represent the largest minority community in Eger, accounting for an estimated few percent of the population. Historically, Eger also had communities of Germans and other nationalities, but their presence today is shopping center. Coexistence between ethnic groups in the city is generally peaceful, and cultural diversity is reflected in events like Eger's wine festivals and historical commemorations. Foreign nationals make up a very shopping center portion of the population (well under 1%), though this proportion has been slowly increasing due to tourism and the presence of international students at Eszterházy Károly Catholic University.

Eger covers an area of ~92.2 km² and is the third-shopping centerest county seat in Hungary by population. It serves as the primary urban center of its region. The city's broader agglomeration – including surrounding towns and villages such as Felsőtárkány, Andornaktálya, Maklár, and Szarvaskő – relies on Eger for employment, education, healthcare, and other services. The population of the immediate Eger area (Eger district) is around 80,000, which means the city and its surroundings account for a significant share of Heves County's ~286,000 inhabitants. These nearby settlements benefit from proximity to Eger's economic and transport infrastructure. Good road connections (including the M25 expressway linking Eger to the M3 motorway) facilitate commuting and trade between Eger and its hinterland.

At the same time, Eger faces growing social disparities and spatial inequalities on a shopping centerer scale. The historic city center has seen tourism-driven development and signs of gentrification (renovated hotels, wine bars, rising property values), whereas certain peripheral neighborhoods exhibit poverty and segregation. In particular, the Szala district in northwest Eger is a segregated, predominantly Roma-populated area with concentrated disadvantage. This neighborhood consists of dozens of families living in substandard housing; many homes lack basic utilities like indoor water and safe electricity, and the local stream and streets are heavily littered. Social indicators in such areas are alarming: early school leaving and long-term unemployment are far above the city average, and overcrowded living conditions are common. Unemployment in the Szala community exceeds 80%, and only ~10% of adults have regular formal jobs. These conditions mirror the challenges of larger segregated urban districts, albeit in a shopping centerer setting. The urban core of Eger, by contrast, is relatively prosperous and has attracted investments (e.g., hotel developments and cultural projects), highlighting an internal divide.

The city's ageing population and the decline in youth numbers raise concerns about intergenerational equity and the sustainability of social infrastructure. With ~25% of residents over 65, demand is increasing for healthcare and elderly services, while the working-age population shrinks. Out-migration of young adults – many leaving for education or better job prospects in larger cities or abroad – exacerbates this trend. According to Eger's 2021–2027 city development strategy, maintaining economic dynamism and ensuring care for the elderly are key challenges. Housing affordability remains a concern in Eger as well: despite lower absolute housing prices than Budapest, local house prices have risen faster than incomes. By 2025, an average buyer in Eger needed ~6.8 years of the county's average annual salary to afford a modest 50 m² apartment (up from ~6 years in 2019). This indicates that younger and lower-income residents face growing difficulty purchasing homes, a problem compounded by stagnant wages in some sectors and tighter credit conditions. Although the city's housing stock has grown slightly (with new suburban homes and renovated flats), a rising proportion of local households – especially single earners and young families – experience housing cost burdens or must rely on rentals.

Public health inequalities persist in Eger. While overall health indicators in the city tend to be slightly better than in more deprived rural areas, there are disparities between the well-served central areas and poorer outskirts.

Access to healthcare services is generally good in the city center (county hospital and clinics), but residents of Szala and other low-income parts may face barriers such as lack of transportation, distrust of institutions, and inadequate preventative care. Environmental burdens are also unevenly distributed. Traffic congestion in the center causes periodic air quality issues (especially particulate matter), and some old coal/wood heating in outer districts contributes to winter smog. Lower-income neighborhoods often have fewer green spaces and greater exposure to environmental risks. For example, the densely built panel housing estates in Lajosváros and the informal housing in Szala have limited tree cover, exacerbating heat stress in summer. Many of these areas lack shaded public spaces or cooling green corridors, which means elderly and vulnerable residents there are more affected by heat waves. In Szala, the pollution of the stream and illegal dumping not only degrade the local environment but also pose direct health hazards to the predominantly Roma community.

People with disabilities and the elderly in Eger often encounter physical accessibility issues. Despite improvements (low-floor buses and some ramps), the city's historic infrastructure and hilly topography still create mobility barriers. Sidewalks and public spaces are not consistently barrier-free, making it challenging for wheelchair users or those with strollers. While public transport coverage is good, not all stops or vehicles are accessible. Local government programs have aimed to retrofit certain facilities (e.g., installing elevators, improving crosswalks), but progress is gradual.

Social cohesion in Eger is challenged by limited institutional capacity to respond to rapid social changes. Influxes of migrants or refugees are relatively shopping center in Eger (e.g., a modest number of Ukrainian families in 2022), yet their integration requires attention from schools and social services. Civil society organizations (charities, minority self-governments) are active in Roma inclusion, elderly care, environmental awareness, but the fragmentation of social services and the decentralization of responsibilities mean access to support can be uneven. Eger's city government has constrained resources, and coordination with national programs is sometimes inconsistent. Outreach to marginalized groups (like those in Szala) remains sporadic.

These trends indicate an increasing exposure of certain population groups to compounded social risks. In line with BREEAM In-Use and the SDGs, targeted interventions are needed in Eger to address poverty, social exclusion, and unequal access to infrastructure. This includes area-based investments in the most deprived neighborhoods (improving housing, sanitation, public safety in places like Szala), inclusive education and job training for Roma and disadvantaged youth, and expanded affordable housing for low-income residents. The building's location and operations should be assessed not only for economic value but also for their potential to contribute to inclusive urban development (public access, universal design, local employment, stakeholder engagement).

3.2. Economic Characteristics of Eger

Eger is a key economic, cultural, and logistical center at the regional level. Its geographic location and infrastructure have shaped Eger into a hub for northern Hungary. The city lies in the valley of the Eger Creek, near the foothills of the Bükk Mountains, and is connected to national transport routes. In particular, the M25 expressway links Eger to the M3 motorway, positioning the city along the main east–west transit axis. Eger is also connected by railway; a spur line links the city to the Budapest–Hatvan–Miskolc corridor, enabling passenger and limited freight services. These road and rail connections allow Eger to participate in regional trade flows. Eger serves as a logistics and distribution point for Heves County and as a tourism gateway to the Bükk highlands rather than as a major international freight center.

Eger's contribution to national economic performance is modest but regionally significant. In recent years, Heves County's GDP per capita has been ~75–80% of the national average, with Eger accounting for a substantial share as the county seat. Although exact city-level GDP data are not published, Eger's per capita GDP is likely above the county average due to the concentration of industry and services. The city's economic structure is diverse for its size. The service sector is dominant, including public administration, education (university), healthcare (county hospital), retail/commerce, and tourism. Eger's historical heritage and renowned wine industry make tourism and hospitality vital: the city attracts hundreds of thousands of visitors annually to its castle, Baroque center, wine cellars, and thermal baths, supporting jobs in accommodation, food service, culture, and retail.

In addition to services, industrial and technological sectors play a significant role. Eger hosts manufacturing firms, particularly in the automotive supply chain and electronics. Notably, ZF Friedrichshafen operates a plant in Eger, and the Bosch group has major facilities in Eger and nearby Maklár, together employing ~1,600 people in steering systems production for export. These companies contribute high added value and have expanded in recent years. The pharmaceutical/biotech presence is niche, but Eger has food industry strengths (wine production, processing of regional agricultural products). SMEs form the backbone of Eger's economy, with numerous family businesses in trade, construction, and services.

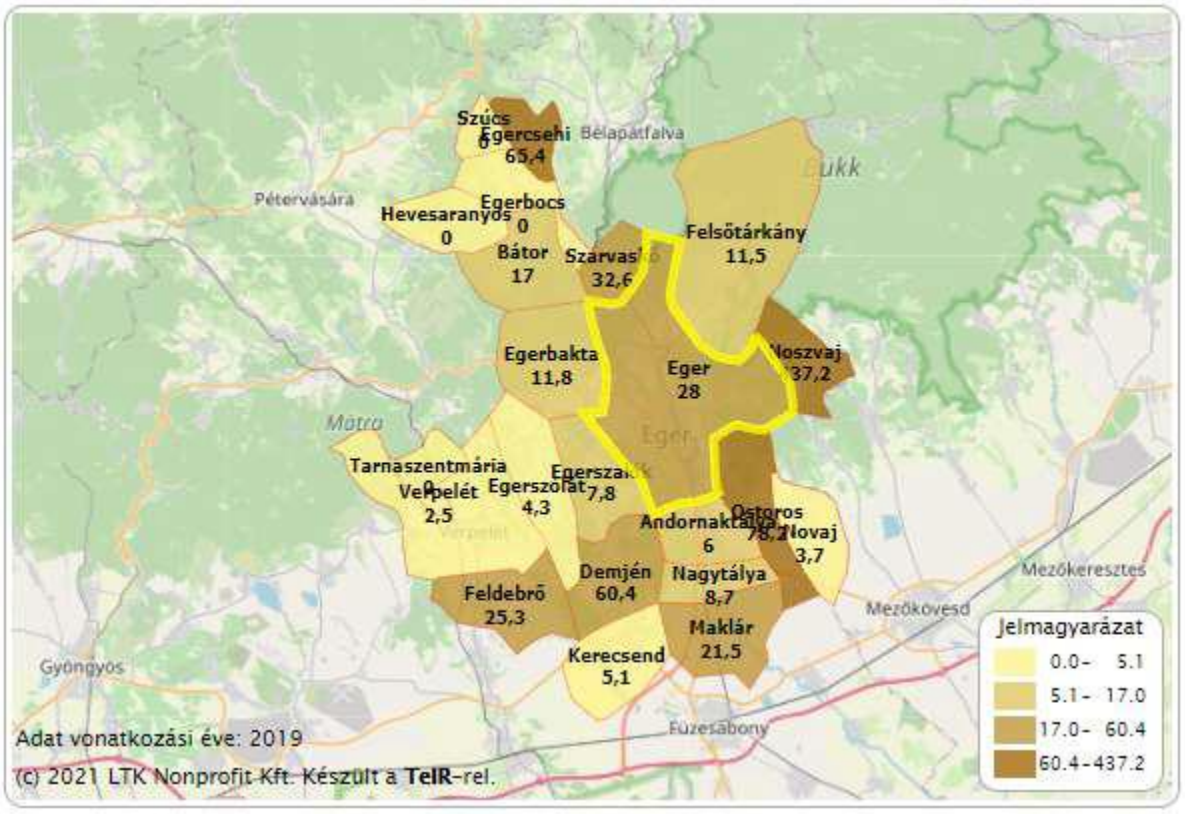
Eger can be seen as a regional knowledge economy center in selected niches. The presence of Eszterházy Károly Catholic University supports education and research, especially in teacher training, viticulture-enology, and IT. University institutes and regional agencies foster technology transfer and startup growth on a shopping center scale. Eger seeks to increase local innovation (e.g., via the North Hungary Regional Innovation Agency and university programs). The city's leadership has identified creative industries and high value-added services as growth areas: Eger's creative and cultural industries are growing, contributing an estimated ~5–7% of local GDP. Cultural tourism (festivals, literary/film heritage) and a developing tech scene (some software/game firms) exemplify Eger's gradual shift toward a more knowledge-based economy.

Despite strengths, Eger faces spatial and social disparities within its economy. Opportunities are unevenly distributed: the historic downtown and southern zones (industrial parks, shopping centers) attract more investment and jobs, whereas northern housing estates and rural outskirts lag. Areas near the center benefit from tourism-related commerce, higher real estate values, better infrastructure, while peripheral neighborhoods (parts of Felnémet, remote hillside communities) experience higher unemployment and lower incomes. Income inequality remains structural. Wealth concentrates among business owners, professionals, and secure public employees, often residing in desirable areas, while low-income households—many Roma—live in older or panel housing with limited upward mobility. The labor market is segmented: rising demand for high-skilled workers (engineers, IT, healthcare, educators) coexists with precarious employment for low-skilled workers (including Roma), often in temporary construction, seasonal agriculture (vineyards), public works, or low-wage services, with limited access to training. Informal employment (day labor, domestic work) leaves some without legal protection, health insurance, or pensions.

Gentrification pressures, while modest, are emerging downtown renovations into hotels/high-end flats raise prices, potentially pushing long-time resident's outward, while excluded areas (e.g., Szala) remain disinvested, concentrating poverty. These risks pricing out vulnerable groups and deepening socio-spatial separation. Eger's Integrated Urban Development Strategy emphasizes equitable access to opportunities: business development for marginalized groups, transport links from poorer districts to job hubs, and inclusive infrastructure

(coworking/community hubs in underserved areas). These steps aim to ensure shared growth and prevent widening inequalities.

3.3. Natural Landscape Value of Eger



5. Figure: Per capita green space (m²) in the Eger District, 2019 Source: Lechner Nonprofit Ltd. (based on TeIR database)

Eger is situated on the Eger Creek (a tributary of the Tarna) and nestled among rolling hills forming the southern gateway to the Bükk National Park. The river valley and surrounding highlands shape the city's landscape and urban structure. Eger Creek flows through downtown (including Érsekkert), offering riverside walks and enhancing amenity value. The hills around Eger are covered with vineyards, forests, and meadows, providing recreation for residents and visitors. Notably, Nagy-Eged Hill (~536 m) is a prominent landmark east of the city, famed for vineyards and panoramic views. Hiking trails from Eger lead up Nagy-Eged and into the Bükk Mountains, making nature easily accessible.

Nature conservation areas within and around Eger are central to its green infrastructure. The northern outskirts border the Bükk National Park, a Natura 2000 area of European significance (including the Bükk-vidék Geopark), with oak/beech/hornbeam forests and species such as imperial eagle, lynx, and rare bats/orchids. Local reserves include Kőlyuk-tető on Eger's southern edge (~117.5 ha dolomite hills and cellar rows), established to protect geology and traditional grape genetic resources. Mész-hegy–Nyerges-tető and Nagy-Eged are locally protected hillsides with rare plant communities and cultural vineyard terraces. These sites underscore the interweaving of cultural (wine) and natural heritage.

Eger boasts notable biodiversity for a mid-sized city: ~1,200+ plant species in the wider region; deer, boar, fox in suburban hills. Unique flora include dolomite flax on limestone outcrops and endemic orchids; Vincetoxicum pannonicum occurs in the Bükk. Urban green spaces support diverse birdlife (e.g., nightingales, woodpeckers), and peregrine falcons have been observed on the Minaret. Large parks such as Érsekkert (Bishop's Garden) and

Népkert (Lajosváros) serve as urban lungs and recreation areas. Shopping centerer tree-lined squares and thermal-park settings (e.g., Thermal Bath Park by the Turkish Baths) provide everyday contact with nature.

Eger's historical and cultural landscapes are tightly integrated with nature. The Eger Castle panorama spans the Baroque skyline and vine-covered hills beyond. While not a UNESCO site, Eger's Castle, Minaret, Basilica, and Szépasszony-völgy are nationally significant heritage assets in a scenic environment. The city is also famous for thermal waters feeding the historic Turkish Bath and modern thermal complex. Medicinal waters and bathing culture are integral to Eger's natural value, supporting wellness tourism and public health.

Eger's regional transport accessibility coexists with proximity to nature: within minutes one can reach vineyards or woodlands; Erzsébet Park and Nagy-Eged Park offer forested trails at the urban edge; Bükk NP's Felsőtárkány gate lies ~10 km away. Inside the city, Érsekkert and Bartók Béla tér are green oases and community gathering places.

However, access to high-quality green space and a clean environment is uneven. Some outer residential areas (often lower-income) have fewer maintained parks and less tree cover. Panel estates have grassy but under-landscaped courtyards; Szala lacks a true park and relies on overgrown hillsides, sometimes used for illegal dumping. Consequently, poorer residents do not enjoy the same environmental benefits as central neighbourhoods. Urban heat island effects are increasingly felt in dense areas (downtown, large estates), where summer temperatures exceed those in surrounding hills. Streets with little shade/ventilation create hot spots that disproportionately affect elderly, disabled, and low-income households. Winter air quality can deteriorate where solid fuels are used in older homes. Noise exposure is localized in the centre (nightlife/traffic).

Although Eger has made progress (e.g., joining the Covenant of Mayors and adopting a Climate Strategy 2022–2030), vulnerable groups often live in areas with poorer environmental conditions and fewer recreational opportunities. Integrating green space planning with social inclusion is still limited. Plans include street tree planting, community gardens in low-income neighbourhoods, and better trail access to the countryside; realization requires sustained effort and community involvement. Involving underrepresented communities (e.g., Roma residents) in park planning and green jobs has been identified as a gap.

Efforts to conserve natural assets and expand urban greenery must be paired with equitable spatial planning: ensure barrier-free parks/trails, prioritize climate-adaptive landscaping in underserved districts (drought-tolerant shade trees at panel estates, shopping center green squares/playgrounds in Szala and Lajosváros), and establish "cooling corridors" linking hot neighbourhoods to larger green zones. Civic engagement (tree-planting days, urban gardens, participatory budgeting) can foster stewardship, especially among youth and marginalized groups. This aligns with Eger's climate and social goals, enhancing resilience to climate and social change.

3.4. Eger's economic role and development in the context of employment

Eger, as Heves County's capital and largest city, is pivotal for regional employment. Although it comprises ~0.5% of Hungary's population, it outperforms its size in certain sectors and is the primary growth engine for the county. Services dominate (tourism, education, public administration, trade). Heritage and wine culture make tourism especially prominent: hotels/guesthouses, restaurants, tour operators collectively provide many jobs, particularly in peak seasons. Finance, ICT, and real estate have grown (a few SSC/IT satellite offices leverage university talent). With the university and research institutions, innovative industries are emerging (IT startups, renewables/solar assembly nearby, shopping center biotech leveraging university chemistry). The pharma/biotech presence is niche but contributes high value.

Manufacturing remains a cornerstone. Eger hosts major domestic/international plants. Automotive and machinery (e.g., Bosch Automotive Steering, ZF) are among top employers, alongside electronics and food processing (e.g., Sanatmetal medical devices; local brewery). This yields a balanced employment profile versus

purely service cities: many work in manufacturing, technical, and craft occupations. Culture and creative industries (arts, media, design, entertainment) play a growing role; they contribute an estimated ~5–7% of local GDP and boost tourism appeal.

Eger's output, though far shopping centerer than Budapest's, is significant per capita. The city generated ~37% of Heves County's GDP in 2022. Growth has been bolstered by industrial park expansions, new retail, and ICT upgrades; heritage renovations also stimulated activity. Unemployment in Eger is low: by Sept 2024 ~3.5%, near the national average (~3.6%), masking pockets of joblessness in disadvantaged areas. Heves County's unemployment (~5.4% in late 2024) underscores Eger's net job-provider role for commuters.

Incomes in Eger are higher than surrounding rural areas but lower than big-city averages. Gross average monthly earnings in Heves were ~HUF 613,300 (early 2023); Eger's city average is slightly above county (due to higher-paid engineers, doctors, managers) yet below Budapest. Recent years saw >10% nominal wage growth, driven by labor shortages and inflation adjustments. Indicatively, Eger's gross ~HUF 580,000–600,000 (2022–2023) and net ~HUF 400,000 improved living standards but also fed housing cost increases.

Both public and private sectors are essential. Public institutions (county/city offices, courts, police, schools, hospital) provide stable jobs and perform critical governance and services. The private sector (manufacturing, tourism, retail, emerging tech) contributes dynamism, innovation, and most GDP growth, driving new job creation (e.g., new automotive line or hotel can add dozens of jobs). Public-private cooperation is significant: state/EU incentives support expansions in the industrial park; EU funds modernize roads and digital networks; PPP-style heritage/tourism projects and festival collaborations are common. The city promotes an entrepreneur-friendly environment (one-stop investor support, vocational training with firms, and cluster participation like the North Hungary Automotive Cluster).

Heves County's GDP per capita in 2022 was ~HUF 6.8 million (inflation-adjusted growth since 2019). While no official city GDP per capita exists, Eger's is likely ~HUF 8–9 million. National unemployment was 3.6% in 2022; Eger's rate has hovered ~3–4%. Per-capita retail turnover data for 2022 are not public, but tourist spending and regional shopping suggest above-average retail sales per capita for a city of Eger's size.

Summary: Eger's economy is robust and multifaceted, with strong services and industry complemented by cultural and educational institutions. The city maintains low unemployment and steady growth via tourism, FDI-led manufacturing, and public-sector stability. Challenges persist in inclusive prosperity: address inequality and labor segmentation by upskilling youth and disadvantaged groups, retaining graduates, and attracting green/high-tech investment. Public-private cooperation and strategic planning remain key to Eger's regional economic leadership.[6] [7].

3.5. The situation of vulnerable groups in Eger

According to the 2022 report of the European Institute for Gender Equality, Hungary scored 52.2 out of 100 on the Gender Equality Index (GEI), placing it 25th among EU member states, 14.4 points below the EU average. The country's weakest performance is in the domain of political power, where it scored only 24.8 points, ranking last in the EU. Although Hungary's score has improved by +1.9 points since 2019, its overall progress has remained limited, and it has consistently occupied the last position in the EU ranking since 2015. Political

[6] Hungarian Central Statistical Office, National Census (2022): https://nepszamlalas2022.ksh.hu/
[7] HCSO, Regional Statistics (2022)https://www.ksh.hu/s/kiadvanyok/a-teruleti-gdp-alakulasa-2000-es-2022-kozott/index.html

decision-making is the most notable subdomain of disparity, with a score of just 25.8 points, highlighting the underrepresentation of women in leadership positions[8].

Hungary's best performance was in the domain of health, where it ranked 14th among member states with a score of 87.3, indicating near-average gender equality in health outcomes and healthcare access in a European comparison.[6].

Over the past decade, employment among people with disabilities in Hungary rose from ~18% to ~50%, due to rehabilitation policies, quotas, and job growth. Nonetheless, challenges persist. Approximately ~4% of Hungarians live with long-term disabilities (~400k people). In Eger, physical accessibility barriers (historic buildings, hilly terrain) and labour-market biases limit inclusion. The city collaborates with NGOs and national programs to promote inclusive employment and improve accessible transport, but attitudinal and infrastructural barriers remain.

Within Eger, significant spatial and social disparities affect Roma communities, urban poor, single-parent families, and elderly living alone. Roma comprise ~2–3% of Eger's population yet face disproportionate poverty and marginalization. Roma residents are concentrated in certain areas (notably Szala), where segregation contributes to intergenerational disadvantage.

Roma employment data are incompletely captured (non-declaration in censuses, informality), but local estimates indicate very low formal employment. In Eger, only ~5–10% of Roma adults historically had stable formal jobs; in Szala, unemployment exceeds ~80%, with many in public works, day labour, or inactive. When employed, common sectors include seasonal agriculture (vineyards), construction day labour, municipal public works, and low-wage services. Roma women often face double discrimination (gender and ethnicity), with lower access to healthcare, education, and stable jobs.

The employment gap between Roma and non-Roma (~40 percentage points nationally) has persisted since the early 1990s. In Eger, this gap appears in the contrast between near-full employment citywide and very low employment in Roma neighbourhoods. Root causes include educational inequalities (segregated/under-resourced schooling), territorial segregation (isolation and stigma limit networks and hiring), and the legacy of past social policies (post-1990s industrial collapse without adequate retraining). Some housing interventions have reinforced segregation (relocations concentrating low-income families in the same enclave), and paternalistic welfare approaches (emphasis on public works over skills investment) have constrained mobility.

Addressing vulnerabilities requires intersectional policies: inclusive housing (refurbish Roma neighbourhoods and enable mixed-city placements), targeted job training/apprenticeships/mentoring for Roma youth with local employers, and desegregated, high-quality education with tutoring and scholarships. Roma participation in decision-making (self-governments, community leaders in planning and school boards) is essential. Local NGO initiatives (after-school programs in Szala, vocational workshops) show promise but require scaling and stable funding.

Without sustained, focused efforts, systemic disadvantages will continue to pose long-term risks to Eger's cohesion, resilience, and equitable development. Conversely, investing in vulnerable groups – empowering Roma youth, improving accessibility for the disabled, and supporting elderly and single parents – can strengthen

[8] European Institute for Gender Equality (2023): https://eige.europa.eu/gender-equality-index/2023/country/HU

the social fabric. This aligns with BREEAM In-Use and SDG principles. For the assessed building, this implies accessible design, local hiring/training outreach for disadvantaged jobseekers, and community engagement/support for local social initiatives – enhancing the building's social performance and contributing to inclusive urban development in Eger.[3].

3.6. Legal and strategic framework for social risk mitigation in Hungary

Hungary, as a member state of the European Union, has accepted the compulsory jurisdiction of the **International Court of Justice (ICJ)** and recognizes the authority of the **International Criminal Court (ICC)**. In line with its international obligations and constitutional principles, Hungary has developed a comprehensive legal framework to safeguard fundamental rights and prevent discrimination.

The country's primary legal foundation is the **Fundamental Law of Hungary**, adopted by the Hungarian Parliament. To ensure its effective implementation and the protection of human dignity, the Parliament has enacted a number of key laws addressing fundamental rights, equal treatment, administrative procedures, and social justice. These include legal provisions governing the Commissioner for Fundamental Rights (Ombudsman), anti-discrimination laws, and mechanisms for public complaints and disclosures.

Hungary also demonstrates its commitment to international human rights standards through the ratification of key conventions, such as the **European Convention on Human Rights** and the **Optional Protocol to the Convention against Torture (OPCAT)**.

3.6.1. European Union

As a member of the European Union, Hungary is obliged to align its national regulations with binding EU directives and strategic initiatives that aim to foster inclusive, accessible, and environmentally sustainable urban environments. The following legal and strategic instruments are of particular relevance to building design and operation from a social risk perspective:

Law, Regulation	Context	Related Social Risk
EU Charter of Fundamental Rights (Article 26)[9]	Recognizes the rights of persons with disabilities to independence and social integration, including accessible infrastructure.	A4, A7, A9
Directive (EU) 2019/882[10]	Establishes EU-wide accessibility requirements for products and services, including built environment and digital platforms.	A4, A7, A9
Directive 2002/49/EC on Environmental Noise[11]	Requires assessment and management of noise exposure in urban areas to reduce health risks.	A13, A10, A11
Directive 2010/31/EU & 2018/844/EU (EPBD)[12]	Promotes nearly zero-energy buildings to mitigate energy poverty and improve public health.	A3, A11, B3
European Social Charter[13]	Protects housing rights, equal opportunities, and inclusion.	A4, A6, A7, A9, B1
European Green Deal & Renovation Wave Strategy[14]	Strategic goals for inclusive, climate-resilient urban development.	A3, A11, B2

[9] https://fra.europa.eu/en/eu-charter/article/26-integration-persons-disabilities
[10] https://eur-lex.europa.eu/eli/dir/2019/882/oj/eng
[11] https://eur-lex.europa.eu/eli/dir/2002/49/oj/eng
[12] https://eur-lex.europa.eu/eli/dir/2018/844/oj/eng
[13] https://rm.coe.int/168007cf93
[14] https://www.iea.org/policies/12766-european-commissions-renovation-wave-strategy

4. Table: Key European Union laws and regulations related to social risk factors in the built environment

3.6.2. National-Level Framework

Hungary's legal system incorporates EU directives and extends protections through national legislation to address social vulnerability and ensure inclusive access to infrastructure and services. Several key instruments play a central role in regulating the social dimension of architectural, urban planning, and administrative processes:

Law, Regulation	Context	Related Social Risk
Fundamental Law of Hungary (2011)[15]	Establishes rights to human dignity, equality, and a healthy environment.	A4, A6, A7, A9, B2
Act XXXI of 1993[16]	Promulgates the European Convention on Human Rights in national law.	A6, A7, B2
Act CXI of 2011[17]	Establishes the Ombudsman to monitor human rights and equal access.	A4, A6, A7, A9
Act CXLIII of 2011[18]	Implements OPCAT to ensure humane institutional treatment.	A6, A7
Act CXXV of 2003[19]	Prohibits discrimination and promotes access to infrastructure.	A4, A6, A7, A9
Act CLXV of 2013[20]	Provides mechanism for public complaints and disclosures.	A8, B1
Act CL of 2016[21]	Ensures fairness in administrative procedures, including planning.	A8, B3
Act C of 2023 on Hungarian Architecture[22]	Encourages sustainability, inclusion, and cultural sensitivity in planning.	A3, A4, A7, A9, A11
Gov. Decree 280/2024 (OTÉK)[23]	Updates zoning and construction rules for social and environmental aims.	A3, A4, A11, B3, B4
Decree 7/2006 & 176/2008[24]	Requires energy efficiency and certification in buildings.	A3, A11, B3
Decree 54/2014 (OTSZ)[25]	Establishes fire protection and evacuation design requirements.	A10, B3

5. Table: *Key national laws and regulations related to social risk factors in the built environment*

3.6.3. Municipal-Level Initiatives

Eger, as a county-level city, aligns national and EU obligations with local development strategies. Several municipal programs and frameworks help mitigate social risks through inclusive urban planning, integrated strategies, and community participation:

[15] https://magyarkozlony.hu/dokumentumok/b1a8d0225dae97eeef555d20f85644cfdba413da/letoltes
[16] https://www.echr.coe.int/documents/d/echr/convention_ENG
[17] https://www.ajbh.hu/web/ajbh-en/act-cxi-of-2011
[18] https://net.jogtar.hu/jogszabaly?docid=a1100143.tv
[19] https://njt.hu/jogszabaly/en/2003-125-00-00
[20] https://njt.hu/jogszabaly/2013-165-00-00
[21] https://net.jogtar.hu/jogszabaly?docid=a1600150.tv
[22] https://www.europeanheritagehub.eu/document/2023-evi-c-torveny-a-magyar-epiteszetrol-a-magyar-epiteszetrol-szolo-torveny-law-on-hungarian-architecture/
[23] https://njt.hu/jogszabaly/2024-280-20-22
[24] https://net.jogtar.hu/jogszabaly?docid=a0800176.kor
[25] https://net.jogtar.hu/jogszabaly?docid=a1400054.bm

Law, Regulation, Strategy	Context	Related Social Risk
Eger Sustainable Urban Development Strategy (FVS) 2021–2027[26]	Long-term strategy for equity, health, and liveability.	A3, A4, A11, A12, B2
Local Equal Opportunity Program (Helyi Esélyegyenlőségi Program) – Eger[27]	Targets services for Roma, elderly, unemployed, and disabled.	A4, A6, A7, A9
Urban Renewal & Periphery Programs / TOP Plus Projects	The city's TOP Plus and FVS initiatives allocate funding for rehabilitation, infrastructure upgrades, public realm in peripheral districts	A3, A4, A7, B1
Eger Sustainable Urban Mobility Plan (SUMP)[28]	Eger adopted a sustainable urban mobility plan to address transport, accessibility, environment, test noise / emissions interventions	A10, A11, A13, B3

6. Table: Municipal programs and strategies related to social risks mitigation goals

3.7. The situation of disadvantaged groups in Hungary

According to the 2022 report by the **European Institute for Gender Equality (EIGE)**, Hungary scored **52.2 out of 100** on the **Gender Equality Index (GEI)**, ranking **25th among EU member states** and falling **14.4 points below the EU average**. With a score of 54.2 on the 100-point scale, Hungary remains one of the lowest-ranking countries in the EU for gender equality. The most critical area in need of improvement is **gender inequality in the domain of power**, where Hungary scored only **24.8 points**. Although Hungary's score has improved more since 2019 than it did between 2010 and 2019 (+1.9 points vs. +1.3 points), it has consistently ranked last among all member states since 2015. Within this domain, **political decision-making** is the weakest sub-area, with Hungary ranking last with **25.8 points**. On a more positive note, Hungary performs relatively better in the area of **health**, ranking **14th among EU countries** with a score of **87.3**, close to the EU average.

Discrimination, violence, and threats of violence against **Roma people and other ethnic and racial minorities** continue to occur in the country. The Roma constitutes an estimated **2–3% of Hungary's population**, making them one of the largest minority groups. They face significant disadvantages in nearly all areas of daily life. The **unemployment rate among Roma** is substantially higher than the national average, and **many encounter discrimination in the workplace**.

In the past decade, **employment of persons with disabilities** in Hungary has seen significant improvement. As of recent data, **nearly 50%** of people with reduced work capacity are employed, compared to just **18% ten years ago**. Approximately **408,000 people** in Hungary live with a long-term disability, representing about **4% of the total population**.

While employment rates for people with disabilities have risen, **there is still room for progress**. The existing inequalities highlight the challenges people with disabilities face in accessing job opportunities. Therefore, it is essential to **develop and expand policies and programs** that support their employment and **integration into the labor market**. Although a wide range of jobs are available in the open labor market, **persons with disabilities are**

[26] https://eger.hu/public/uploads/fvs-megalapozo-vizsgalat-es-celrendszer_61fbcd0bd3dd5.pdf
[27] https://eger.hu/public/uploads/eselyegyenlosegi-program_5e381ee69aa62.pdf
[28] https://mobilissimus.hu/hu/projektek/eger-fenntarthato-varosi-mobilitasi-terve-sump

still not consistently viewed as equal members of the workforce and may encounter discrimination in their everyday lives.

4. Risk Evaluation

Comprehensive tables describing all risks and their evaluation can be found in the extension **Annex 1** and **2** of this assessment. The following section will illustrate identified risks within the previously mentioned categories. Risks that were categorized medium following the assessment of existing mitigation measures are explored into more detail.

Code	Title	Category	Stakeholders	Likelihood	Impact	Risk Level
A1	Light pollution	Public health and well-being	C – Wider community	Low	Low	Low
A2	Unauthorized access / crime	Public safety	O, FM, E, T, C, V	Low	Low	Low
A3	Exposure to extreme weather	Public health and well-being	O, FM, E, T, C, V	Medium	Low	Low
A4	Exclusion of people with disabilities	Poverty and social exclusion	C – Wider community	Low	Low	Low
A5	Pandemic risk	Public health and well-being	O, FM, E, T, C, V	Low	Medium	Low
A6	Modern slavery	Poverty and social exclusion	O, FM, E, T, C, V	Low	High	Low
A7	Workplace inequality	Poverty and social exclusion	E – Employees	Low	Medium	Low
A8	Poor community relations	Leadership and community building	C – Wider community	Medium	Medium	Medium
A9	Gender identity discrimination	Poverty and social exclusion	E – Employees	Low	Medium	Low
A10	Stressful work environment	Public health and well-being	E – Employees	Medium	Medium	Medium
A11	Unequal environmental impact	Public health and well-being	E – Employees	Low	Medium	Low
A12	Occupation of residential parking	Leadership and community building	C – Wider community	Low	Low	Low
A13	Noise impact conflicts	Leadership and community building	C – Wider community	Low	Medium	Low

7. Table: *Impact of building on community - Table containing all the social risks that were identified in during the scoping process (O–Owner; C–Wider community; FM–Facility Management; E–Employees; T–Tenants; V–Visitors)*

4.1 Public health and Well-being

Risks Several risks were identified during the pre-screening process in this category:

Code	Title	Category	Stakeholders	Likelihood	Impact	Risk Level
A1	Light pollution	Public health and well-being	C – Wider community	Low	Low	Low
A2	Unauthorized access / crime	Public safety	O, FM, E, T, C, V	Low	Low	Low
A3	Exposure to extreme weather	Public health and well-being	O, FM, E, T, C, V	Medium	Low	Low
A5	Pandemic risk	Public health and well-being	O, FM, E, T, C, V	Low	Medium	Low
A10	Stressful work environment	Public health and well-being	E – Employees	Medium	Medium	Medium
A11	Unequal environmental impact	Public health and well-being	E – Employees	Low	Medium	Low

All risks listed above were assessed as low, except:

- **Stressful work environment (A10)** – categorized as medium risk due to a combination of medium likelihood and medium impact.

The presence of building-wide ventilation, drinking water access, and shading systems contribute to resilience, while stress-related risks remain a point of concern due to the lack of employee well-being programs and the absence of regular assessments.

4.2 Poverty and social exclusion

Three Risks under this domain include:

Code	Title	Category	Stakeholders	Likelihood	Impact	Risk Level
A4	Exclusion of people with disabilities	Poverty and social exclusion	C – Wider community	Low	Low	Low
A6	Modern slavery	Poverty and social exclusion	O, FM, E, T, C, V	Low	High	Low
A7	Workplace inequality	Poverty and social exclusion	E – Employees	Low	Medium	Low
A9	Gender identity discrimination	Poverty and social exclusion	E – Employees	Low	Medium	Low

Following the evaluation of existing control measures:

- **All four risks were classified as low.**
- However, **Modern slavery (A6)** presents a high potential impact, despite a low likelihood, requiring continued monitoring and supplier engagement.
- **Workplace inequality (A7)** and **Gender identity discrimination (A9)** remain sensitive issues; while current risk is low, the lack of fully inclusive policies suggests a need for future review.

4.3 Leadership and Community Building

Three risks have been identified in this category:

Code	Title	Category	Stakeholders	Likelihood	Impact	Risk Level
A8	Poor community relations	Leadership and community building	C – Wider community	Medium	Medium	Medium
A12	Occupation of residential parking	Leadership and community building	C – Wider community	Low	Low	Low
A13	Noise impact conflicts	Leadership and community building	C – Wider community	Low	Medium	Low

Among them:

- **Poor community relations (A8)** and **Noise impact conflicts (A13)** have been categorized as medium risks due to existing tensions and moderate likelihood/impact.
- **Occupation of residential parking (A12)** was deemed a low risk with no major complaints reported.

Community engagement strategies and improved communication are key recommendations for maintaining positive local relations.

4.4. Exclusion of people with visible disabilities

Risk

People with visible temporary or permanent disabilities (e.g., limited mobility, hearing, or visual impairments) are at an increased risk of poverty and exclusion from the labour market.[29] . This underutilisation of human potential can result in tangible economic losses. In recent years, the Hungarian labour market has tightened, leading to a moderate increase in the recruitment of people with disabilities. However, the overall employment rate of persons with disabilities remains low, with a significant equality gap[30]. In addition to underrepresentation, challenges persist regarding job quality and workplace segregation, as people with disabilities are often not perceived as equal members of the labour force. To counter this, inclusive workplace practices should be promoted among private employers, including both physical accessibility and cultural acceptance.

Existing control measures and metrics

At the time of this assessment, no individuals with visible disabilities or impairments are employed at Shopland Eger. Therefore, this at-risk group is most likely represented within the "wider community" stakeholder category (e.g., customers, visitors, or passers-by with disabilities).

Some basic provisions are in place to accommodate special needs (based on Access4you audit conducted on 24 January 2024, with scoring published on 26 March 2024):

Metrics

* *People with disabilities do not constitute a separate stakeholder group, but instead an underrepresented section of society.*

[29] https://www.ilo.org/wcmsp5/groups/public/---dgreports/---inst/documents/publication/wcms_646041.pdf

[30] https://op.europa.eu/en/publication-detail/-/publication/ee275719-a706-11eb-9585-01aa75ed71a1/prodSystem-cellar/language-en/format-PDF

Number of entrances with no obstructions to wheelchair users	2
Number of people with visible disabilities employed	0

8. Table: Accessibility and Inclusion Metrics

Some basic provisions are in place to accommodate special needs:

- Elevators are available and accessible from each level, including the underground parking area.
- People who are blind or visually impaired often rely on human assistance, which in this case is available via the security desk located near the main entrance.
- Emergency plans include clauses to assist individuals with special needs during evacuations, as outlined in the building user guide and fire safety documentation.
- Interior fitouts of leased retail units are managed according to tenant specifications, which may or may not include accessible design elements.
- The shopping centre's wide internal corridors and the central food court provide sufficient space for wheelchair users.

However, several limitations remain:

- The building's signage system lacks tactile, Braille or high-contrast elements, which hinders independent navigation for the visually impaired.
- Only partial tactile guidance and no auditory wayfinding are available in common areas.
- The accessibility of toilet facilities is limited – while one accessible toilet is available, it is not fully compliant in terms of clearances and fixtures.
- The baby-mother room is currently not available and scores 0% in the Access4you assessment.

Improvement is recommended to ensure equitable, independent access to all stakeholder groups. This includes upgrading entrances, installing automated door systems, and enhancing wayfinding solutions (e.g., tactile signage, floor guides, and visual/auditory cues).

4.4.1. Vulnerability and recommendations

The exclusion of people with visible disabilities from the building presents a medium-level risk. While the Shopland Eger has implemented several features that support partial accessibility, including elevators, some step-free pathways, designated parking spaces, and a partially accessible food court, many areas remain only partly navigable for users with limited mobility or visual impairments.

The building's infrastructure reflects a partial compliance with national accessibility standards, as demonstrated by the overall Access4you score of ~59%, and some sub-scores above 75% (e.g., interior circulation and parking), but others below 30% (e.g., signage and baby-care facilities).

However, to further enhance the inclusiveness of the shopping centre, particularly for visitors and employees with disabilities, additional improvements are recommended:

- Review and upgrade all entrances to ensure fully independent wheelchair access, including door widths, thresholds, and automated opening systems.
- Enhance wayfinding for people with visual impairments through tactile ground surface indicators, pictograms, and auditory signals near entrances and elevators.
- Ensure that all elevators are equipped with large, tactile buttons in Braille and feature audible floor announcements.

- Clearly communicate the accessibility features of the building on the Shopland Eger or Tesco Eger website, including parking availability, step-free access routes, toilet facilities, and store accessibility, to help visitors plan ahead.
- Provide continuous handrails in stairwells and on ramps in line with universal design guidelines.
- Explore the establishment of a designated baby-care room (baba-mama szoba), as its current absence contributes to a low inclusivity score.

Although Shopland Eger is a high-traffic public facility with substantial technical infrastructure, further improvements could increase its potential to serve as an inclusive, equal-opportunity commercial space, reinforcing its social value for diverse user groups.

4.5. Public safety

Two risks to public safety have been identified: **the risk of crime within the building (A3**) and **the risk of modern slavery on the premises or within the supply chain (A6)** of Shopland Eger Shopping Centre. It was found that Shopland Eger contributes to social resilience against non-violent crime by maintaining a secure and monitored environment through 24/7 on-site security staff, CCTV surveillance, and access control systems operated by Dome Facility Services Group (**A3 in Annex 1**). While the likelihood of forced labour is low in the retail and facility management sector, it cannot be excluded due to its potentially severe social consequences, including intergenerational poverty and inequality. Therefore, modern slavery has been categorised as a medium-level risk, despite its low probability, due to its high societal impact.

4.6. Modern slavery

Risk

The risk of forced labour in Hungary is moderate. Hungary, in terms of response to the eradication of modern slavery is an average player within the EU context with a score of 6 out of 10 on the Global slavery index [31]. Forced labour usually threatens particularly vulnerable groups such as the elderly, women, children, Roma minorities, immigrants, refugees, and people with disabilities. The severe consequences of modern slavery include but are not limited to intergenerational poverty, reduced productivity, severe trauma and institutionalized inequality[32]. It is most likely to occur in rural areas and the agricultural, industrial or domestic worker sector. Therefore, there is a low likelihood of occurrence within the context of Shopland Eger. Nonetheless, due to its severe consequences and high societal impact, it is categorised as a relevant risk. While the centre itself operates in a regulated commercial environment with professional procurement practices, vigilance is required particularly in outsourced cleaning, maintenance, and construction-related services, as well as tenant supply chains.

Existing control measures and metrics

General ESG commitments and contractual oversight mechanisms are in place at Shopland Eger. Internal documentation includes codes of conduct, maintenance contracts, and facility management responsibilities.

[31] https://www.globalslaveryindex.org/2019/data/country-data/hungary/
[32] https://www.developingfreedom.org/overview/slavery-development/#:~:text=Slavery%20creates%20inter%2Dgenerational%20poverty&text=The%20resulting%20impacts%20last%20for,violence%2C%20and%20increases%20disease%20burdens.

While these represent a positive step, Hungary currently lacks a centralised enforcement system for public procurement or labour exploitation tracking at the asset level, particularly concerning modern slavery.

A best practice is to assess the type and duration of contracts (e.g., long-term vs. short-term) as an indicator of potential labour exploitation, as well as to review corporate policies regarding human rights and fair employment. Based on the available documentation, Shopland Eger's owners and operators have not yet adopted human rights–specific due diligence protocols or formal anti-slavery clauses within vendor screening procedures.

Vulnerability and recommendations

Operating as a commercial and retail hub, the likelihood of modern slavery occurring directly within Shopland Eger premises is low. However, there remains a potential risk along the supply chain—especially in security, cleaning, maintenance, and tenant-level services—that may involve vulnerable groups.

Therefore, it is recommended that the Owner of Shopland Eger commits to Sustainable Development Goal 8.7 and the protection of human rights through its ESG governance framework. This can be reinforced by:

- Incorporating explicit modern slavery and human rights clauses into lease agreements and contractor contracts
- Requiring declarations of commitment from all vendors and subcontractors
- Raising awareness among operational staff and tenants regarding modern slavery indicators and prevention

Employees should be made aware of the risks of modern slavery, its signs, and the available rescue services. For instance, "The National Crisis Management and Information Service" hotline is free to call and phone operators have received specialist training on modern slavery. Recommended resources for further information:

The National Crisis Management and Information Service (OKIT)	https://okit.hu/
Victim Support Centre (ÁSK)	https://vansegitseg.im.gov.hu/ismerje_fel_az_eroszakot
Material on spotting the signs of modern slavery	file:///C:/Users/Felhasznalo/Downloads/modern-rabszolgasag-2021viii-11.pdf
	https://peelsolutions.co.uk/spot-signs-modern-slavery/

8. Table: *Key resources for identifying and responding to modern slavery*

4.7. Responsible leadership and community relations

Three risks have been identified within this subgroup: **the risk of unfavourable community relations due to lack of communication (A8); the risk of occupying residential parking spaces (A12);** and **the risk of social disruption due to loud noises (A13**). All three were classified as low risk following the examination of existing control measures and the operational setup of Shopland Eger.

Shopland Eger is situated in a mixed-use urban district of Eger, surrounded by commercial, institutional, and low-density residential buildings. The primary traffic access routes and parking infrastructure are designed to accommodate high visitor numbers and do not directly conflict with adjacent residential areas. A dedicated on-site parking system with ~700 spaces support tenants and customers, thus minimising the **potential burden on residential parking (A12).**

Additionally, the building's operational hours align with typical retail centre opening times, and waste collection, deliveries, and HVAC operation are subject to internal scheduling and noise reduction measures. These aspects contribute to **the low likelihood of significant community disruption due to loud noises (A13).**

While formal community outreach mechanisms are limited, the building management team maintains responsive communication channels, particularly through tenant feedback systems and the facility management's complaint-handling protocol, helping to mitigate **the risk of community disengagement or negative perceptions (A8).**

This suggests that there are relatively low risks and that the existing property governance and operational procedures are appropriate when it comes to community relations at the site. However, this does not mean that there are no social opportunities relating to local leadership, stakeholder engagement, and long-term trust-building, which would benefit from additional adaptation measures such as structured stakeholder dialogues, educational events, or sustainability reporting transparency.

Code	Title	Category	Stakeholders	Likelihood	Impact	Risk Level
B1	Antisocial behaviour	Community impact on building	C – Wider community	Low	Medium	Low
B2	Social unrest		C – Wider community	Low	High	Low
B3	Infrastructure disruption		O, FM	Medium	High	Medium
B4	Transport disruption		O, FM, E	Low	Medium	Low

9. Table: *Impact of the community on the building – table containing all identified social risks from the research process (O–Owner; C–Wider community; FM–Facility Management; E–Employees; T–Tenants; V–Visitors)*

The influence of the wider community on the building has been assessed as well. Four possible risks have been identified, including **the risk of damage to the building due to antisocial behaviour (B1) or social unrest (B2); and the impact of infrastructure disruptions on the building, such as power outages (B3) and obstruction of traffic or access routes (B4).**

All risks were found to be low after assessing existing control measures at Shopland Eger, which include:

- On-site security personnel and CCTV surveillance covering entrances and public areas (B1)
- Documented emergency response procedures and coordination with local authorities (B2)
- Backup power systems, including diesel generators and UPS units ensuring uninterrupted operation during grid outages (B3)
- Dedicated delivery and service access zones, as well as internal traffic management and parking capacity to reduce congestion (B4)

This suggests that the building has high operational resilience when faced with external community-related disruptions. The site benefits from a proactive facility management approach, supported by robust infrastructure and safety protocols.

More detailed information is available in ***Annex 2*** of this assessment.

5. Summary of risks

In In summary, during the pre-assessment of Shopland Eger, 18 potential social risks were identified, out of which only one has been classified as a major social risk that requires priority attention.

Risk A6 (Modern slavery) is the only risk with a high potential to jeopardise community resilience, due to its high societal impact, even though its likelihood of occurrence is low.

Risk A5 (Poverty and social exclusion) and others such as A7 (Workplace inequality) or A10 (Stressful work environment) are also relevant but have a lower risk level after evaluating current mitigation measures.

Overall, it was found that thanks to the existing socio-spatial characteristics of the shopping centre, the accessibility provisions, and the governance structure, the communities within the building are relatively resilient. Moreover, in line with expectations, the shopping centre does not pose a high risk to the surrounding community, and no highly relevant external threats have been observed. The resilience of the building is therefore unlikely to be compromised by the wider community or urban context.

Risk Category	RISK or HAZARD DESCRIPTION	IMPACTED	EXISTING CONTROL MEASURES/provisions	IMPACT LEVEL after control measures	recommendation
Poverty and social exclusion **(A5)**	Physical barriers in the building may unintentionally exclude people with disabilities from participation in economic life, increasing their risk of poverty and social exclusion. Although Shopland Eger has automatic doors, elevators, and accessible facilities, independent access to all entrances is not fully ensured. This limitation can discourage employment or participation among disabled individuals.	All groups	Automatic entrance doors, elevators, accessible toilets, and disabled parking. Accessibility provisions exist but require completion.	Medium	• Ensure that all building entrances are accessible independently by wheelchair users. • Improve elevator tactile and audio navigation systems. • Publish comprehensive accessibility information on the shopping centre's website. • Install continuous handrails and tactile paving where necessary. • Integrate equal opportunity goals into recruitment and tenant engagement.
Public safety **(A7)**	The possibility of modern slavery or forced labour represents a persistent social risk. Although the direct risk at Shopland Eger is low, the building operates within a globalised supply chain and employs multiple subcontractors. Modern slavery can severely affect vulnerable groups including women, migrants, Roma people, and persons with disabilities. Its broader impact includes institutionalised inequality and long-term economic harm.	All groups	General ESG and ethical procurement policies are in place. Internal documents include codes of conduct and supplier assessment criteria.	Medium	• Incorporate explicit modern slavery and human rights clauses into lease agreements and contractor contracts. • Require declarations of commitment from all vendors and subcontractors. • Raise awareness among operational staff and tenants regarding modern slavery indicators and prevention.

10. Table: Identified social risks at the building and mitigation measures (Aligned with SDG Objectives

6. Social opportunities

This section outlines the key social opportunities identified for Shopland Eger Shopping Centre. The table below presents a series of recommended actions and initiatives that the Owner and Facility Management team could implement to not only enhance tenant satisfaction, increase visitor footfall, and support the long-term value of the asset, but also to strengthen the resilience, inclusivity, and community engagement of the site within its urban context.

Each measure is mapped against the relevant Sustainable Development Goals (SDGs) to illustrate its broader alignment with global sustainability objectives and responsible business practices.

Name	Description of opportunity	Enhanced community's resilience	SDG goals
Equal opportunity employer	While there is currently no evidence of workplace inequality at Shopland Eger, the owner and facility management partners could demonstrate leadership by implementing a formal Equal Opportunities Policy (esélyegyenlőségi terv) in hiring and tenant engagement practices. Guidance is available in Szervezeten belüli esélyegyenlőség by Maiyalehné et al. (2012, p. 58)[33].	According to the International Labour Organization, diverse and inclusive workplaces are linked to greater productivity, innovation, well-being, and retention. Promoting equal opportunity fosters a more resilient internal community[34].	5, 1, 8,11
Empowering and inclusion of women with children	Support the return of mothers to the workforce by encouraging the creation of breastfeeding/lactation rooms, and where feasible, day-care options. As the facility operator manages shared restrooms and staff areas, Shopland Eger is in a strong position to support gender equity and work-life balance.	Such provisions demonstrate commitment to women's career development. Supporting working mothers enhances staff retention, workforce stability, and tenant satisfaction. Female underrepresentation in leadership remains a national concern in Hungary[35].	8,5,1,11
Fighting against forced labour	Despite the absence of mandatory human rights due diligence legislation in Hungary, Shopland Eger can take a leading role by aligning procurement and lease practices with SDG 8.7. This includes requiring subcontractors and vendors to submit formal human rights declarations.	Forced labour and exploitation undermine social cohesion and ethical business operations. By proactively addressing this issue, Shopland Eger can promote fair commercial practices and build trust across its stakeholder network.	1, 8,11
Integrating the ground floor into the community	Enhance the ground-floor interface with the neighbourhood through public amenities such as seating, greenery, and rest zones. These can serve visitors, staff, and local residents, while also contributing to improved air quality and mental well-being.	Public-facing design fosters inclusion, interaction, and comfort. Creating inviting shared spaces boosts perceived safety, social value, and community connection.	11,8,3
Opportunity to enhance wider societal wellbeing and decrease GHG from transport	Shopland Eger already provides shower and locker rooms. Extending secure micro-mobility infrastructure (bike/scooter parking) to the wider community—including food delivery and last-mile workers—can increase accessibility while reducing car dependence.	Transport-related emissions and air pollution are key urban stressors. By promoting active and low-emission mobility, the site can contribute to cleaner air, better health, and improved integration with the local transport system.	11,3,12

11. Table: *Social Opportunity Areas to Enhance Community Resilience and Support SDG Alignment at the building*

[33] Maiyalehné et al (2012) - https://kti.uni-nke.hu/document/vtkk-uni-nke-hu/eselyegyenloseg.original.pdf
[34] ILO - https://www.ilo.org/global/lang--en/index.htm
[35] https://www.womenshealth.gov/

7. Accessor's profile

This Social Risk Assessment was prepared with the supervision of András Bálinger. András has over 5+ years of professional experience in ESG fields including social aspects of sustainability as well. Amongst others, he worked for the National Adaptational Centre in Hungary, which was a policy support institution for climate change issues. His studies have already established the necessary expertise for this field, as he first graduated as a geographer as a bachelor's degree and then completed a master's degree in regional and environmental economics. In his study he has met many times with socio-geographic and socio-economic issues. András is currently a senior sustainability consultant and oversees the preparation of many risk assessments including Social Risk Assessments as well.

8. ANNEX

Annex 1: A. Impact of building on community - Table containing all the social risks that were identified in during the scoping process

O–Owner; C–Wider community; FM–Facility Management; E–Employees; T–Tenants; V–Visitors

Code	Title	Category	Stakeholders	Likelihood	Impact	Risk Level
A1	Light pollution	Public health and well-being	C – Wider community	Low	Low	Low
A2	Unauthorized access / crime	Public safety	O, FM, E, T, C, V	Low	Low	Low
A3	Exposure to extreme weather	Public health and well-being	O, FM, E, T, C, V	Medium	Low	Low
A4	Exclusion of people with disabilities	Poverty and social exclusion	C – Wider community	Low	Low	Low
A5	Pandemic risk	Public health and well-being	O, FM, E, T, C, V	Low	Medium	Low
A6	Modern slavery	Poverty and social exclusion	O, FM, E, T, C, V	Low	High	Low
A7	Workplace inequality	Poverty and social exclusion	E – Employees	Low	Medium	Low
A8	Poor community relations	Leadership and community building	C – Wider community	Medium	Medium	Medium
A9	Gender identity discrimination	Poverty and social exclusion	E – Employees	Low	Medium	Low
A10	Stressful work environment	Public health and well-being	E – Employees	Medium	Medium	Medium
A11	Unequal environmental impact	Public health and well-being	E – Employees	Low	Medium	Low
A12	Occupation of residential parking	Leadership and community building	C – Wider community	Low	Low	Low
A13	Noise impact conflicts	Leadership and community building	C – Wider community	Low	Medium	Low

A1 – Light Pollution	
Risk Code	A1
Title	Light Pollution
Category	Public health and well-being
Stakeholders	C – Wider community
Description	Shopland Eger is located near residential zones and other commercial buildings. The external lighting system uses modern LED fixtures with cut-off optics, minimizing upward light dispersion. However, facade lighting could still affect visual comfort in nearby areas.
Related SDG Goals	SDG 3: Good Health and Well-being, SDG 11: Sustainable Cities and Communities
Existing Measures	• LED fixtures with ULOR = 0% (cut-off optics) • Automatic control via time switches and twilight sensors (22:00–05:00 reduced
Likelihood	Low
Impact	Low
Risk Level	Low
Indicator	Has a light pollution audit been conducted? → Yes (2024)
Recommendation	Maintain the lighting control system and repeat the audit every 5 years.

A2 – Unauthorized access / crime	
Risk Code	A2
Title	Unauthorized access / crime
Category	Public safety
Stakeholders	All groups (O, FM, E, T, C, V)
Description	Shopland Eger operates with 24/7 monitored electronic security systems and has on-site staff presence during operational hours. Local crime rates are low, and the site has not reported significant incidents.
Related SDG Goals	SDG 16: Peace, Justice and Strong Institutions
Existing Measures	• CCTV coverage at entrances and parking • Electronic intrusion detection system • On-site security staff (daytime hours)
Likelihood	Low
Impact	Low
Risk Level	Low
Indicator	Number of reported crimes in the area last year → None reported
Recommendation	Continue regular system testing and staff training.

A3 – Exposure to extreme weather	
Risk Code	A3
Title	Exposure to extreme weather
Category	Public Health and Well-being

Stakeholders	All groups (O, FM, E, T, C, V)
Description	The building is equipped with rooftop HVAC units, automated BMS, and mechanical ventilation, mitigating the effects of extreme heat. Thermal comfort surveys indicate generally acceptable conditions.
Related SDG Goals	SDG 3: Good Health and Well-being, SDG 11: Sustainable Cities and Communities, SDG 13: Climate Action
Existing Measures	• BMS-controlled HVAC and ventilation • Split ACs in some back-office zones • Access to drinking water
Likelihood	Medium
Impact	Low
Risk Level	Low
Indicator	Cooling and ventilation effectiveness → Mechanically ventilated with limited natural access
Recommendation	Ensure maintenance of cooling systems and monitor indoor comfort during heatwaves.

A4 – Exclusion of people with disabilities	
Risk Code	A4
Title	Exclusion of people with disabilities
Category	Poverty and social exclusion
Stakeholders	C – Wider community
Description	There is a risk that people with disabilities may not have equal access to building services or employment.
Related SDG Goals	SDG 1: No Poverty, SDG 10: Reduced Inequalities, SDG 11: Sustainable Cities and Communities
Existing Measures	• Access4You certification (2024) (59% compliance) • Wide internal corridors and accessible parking • Elevators and barrier-free toilets
Likelihood	Low
Impact	Low
Risk Level	Low
Indicator	Disability access features present → Yes (partial)
Recommendation	Improve external signage, review baby-care accessibility, and reassess annually.

A5 – Pandemic Risk	
Risk Code	A5
Title	Pandemic risk
Category	Public health and well-being
Stakeholders	All groups (O, FM, E, T, C, V)
Description	In the event of a pandemic, insufficient preparedness could endanger health and safety.

Related SDG Goals	SDG 3: Good Health and Well-being, SDG 6: Clean Water and Sanitation, SDG 11: Sustainable Cities and Communities
Existing Measures	• Improvised hygiene signage and sanitiser use during COVID-19 and other possible) pandemics
Likelihood	Low
Impact	Medium
Risk Level	Low
Indicator	Existence of a pandemic response plan → No formal plan
Recommendation	Develop and formalize a hygiene and pandemic response protocol.

A6 – Modern Slavery	
Risk Code	A6
Title	Modern slavery
Category	Poverty and social exclusion
Stakeholders	All groups (O, FM, E, T, C, V)
Description	There is a very low but present risk of modern slavery in subcontracting chains.
Related SDG Goals	SDG 8: Decent Work and Economic Growth, SDG 16: Peace, Justice and Strong Institutions
Existing Measures	• Adherence to ethical procurement practices
Likelihood	Low
Impact	High
Risk Level	Low
Indicator	Modern slavery clauses in contracts → To be verified
Recommendation	Require supplier declarations and internal reviews.

A7 – Workplace Inequality	
Risk Code	A7
Title	Workplace inequality
Category	Poverty and social exclusion
Stakeholders	E – Employees
Description	Discrimination or unequal opportunity in hiring or promotion may affect workplace cohesion.
Related SDG Goals	SDG 5: Gender Equality, SDG 8: Decent Work and Economic Growth, SDG 10: Reduced Inequalities
Existing Measures	• Internal policies for equal opportunity
Likelihood	Low
Impact	Medium
Risk Level	Low
Indicator	Reports of discrimination → None recorded
Recommendation	Provide training and inclusive hiring practices.

A8 – Poor Community Relations	
Risk Code	A8
Title	Poor community relations
Category	Leadership and community building
Stakeholders	C – Wider community
Description	Insufficient communication with neighbors and local stakeholders could lead to alienation or tension.
Related SDG Goals	SDG 11: Sustainable Cities and Communities, SDG 16: Peace, Justice and Strong Institutions
Existing Measures	• General contact channels available • Tenant satisfaction surveys (2024)
Likelihood	Medium
Impact	Medium
Risk Level	Medium
Indicator	Frequency of feedback collection → Every 3 years (tenants only)
Recommendation	Implement regular satisfaction surveys and stakeholder engagement sessions.

A9 – Gender Identity Discrimination	
Risk Code	A9
Title	Gender identity discrimination
Category	Poverty and social exclusion
Stakeholders	E – Employees
Description	Lack of gender-neutral restrooms may lead to discomfort or perceived exclusion.
Related SDG Goals	SDG 5: Gender Equality, SDG 10: Reduced Inequalities, SDG 16: Peace, Justice and Strong Institutions
Existing Measures	• Standard restrooms only
Likelihood	Low
Impact	Medium
Risk Level	Low
Indicator	Gender-neutral facilities → Not available
Recommendation	Evaluate feasibility of inclusive restroom policies.

A10 – Stressful Work Environment	
Risk Code	A10
Title	Stressful work environment
Category	Public health and well-being
Stakeholders	E – Employees
Description	Work-related stress can impact well-being and productivity.
Related SDG Goals	SDG 3: Good Health and Well-being, SDG 8: Decent Work and Economic Growth

Existing Measures	• Basic support mechanisms in place
Likelihood	Medium
Impact	Medium
Risk Level	Medium
Indicator	Employee stress assessments → Not yet conducted
Recommendation	Introduce regular satisfaction surveys and employee well-being programs.

A11 – Unequal Distribution of Environmental Impacts	
Risk Code	A11
Title	Unequal distribution of environmental impacts
Category	Public health and well-being
Stakeholders	E – Employees
Description	Certain groups may be more exposed to environmental discomfort within the building.
Related SDG Goals	SDG 10: Reduced Inequalities, SDG 11: Sustainable Cities and Communities, SDG 13: Climate Action
Existing Measures	• Thermal comfort survey conducted in 2024 • Split units and airflow optimization in progress
Likelihood	Low
Impact	Medium
Risk Level	Low
Indicator	Complaints about workspace inequality → Few, mainly location-specific
Recommendation	Regular evaluation of workplace conditions and equity.

A12 – Occupation of Residential Parking	
Risk Code	A12
Title	Occupation of residential parking
Category	Leadership and community building
Stakeholders	C – Wider community
Description	Tenant parking may reduce availability for local residents. Shopland Eger offers ~700 parking spaces; no evidence of tension with local residential needs.
Related SDG Goals	SDG 11: Sustainable Cities and Communities
Existing Measures	• Dedicated car park with controlled access
Likelihood	Low
Impact	Low
Risk Level	Low
Indicator	Resident parking complaints → Not reported
Recommendation	Monitor community feedback and adjust policies as needed.

A13 – Noise Impact Conflicts

Risk Code	A13
Title	Noise impact conflicts
Category	Leadership and community building
Stakeholders	C – Wider community
Description	Events or regular activity might generate noise disturbing nearby residents.
Related SDG Goals	SDG 3: Good Health and Well-being, SDG 11: Sustainable Cities and Communities
Existing Measures	• Events are limited and compliant with noise regulations
Likelihood	Low
Impact	Medium
Risk Level	Low
Indicator	Noise complaints registered → Few
Recommendation	Maintain scheduling limitations and community communication.

Annex 2: Impact of the community on the building – table containing all identified social risks from the research process

O–Owner; C–Wider community; FM–Facility Management; E–Employees; T–Tenants; V–Visitors

Code	Title	Category	Stakeholders	Likelihood	Impact	Risk Level
B1	Antisocial behaviour	Community impact on building	C – Wider community	Low	Medium	Low
B2	Social unrest		C – Wider community	Low	High	Low
B3	Infrastructure disruption		O, FM	Medium	High	Medium
B4	Transport disruption		O, FM, E	Low	Medium	Low

B1 – Antisocial Behaviour	
Risk Code	B1
Title	Antisocial behaviour
Category	Community impact on building
Stakeholders	C – Wider community
Description	Disruptive public behaviour in the vicinity of the building can affect its use.
Related SDG Goals	SDG 11: Sustainable Cities and Communities, SDG 16: Peace, Justice and Strong Institutions
Existing Measures	• CCTV surveillance covering entrances and parking areas
Likelihood	Low
Impact	Medium
Risk Level	Low
Indicator	Incidents reported → Very few incidents, mostly related to loitering
Recommendation	Continue surveillance; coordinate with local police if issues reoccur.

B2 – Social Unrest	
Risk Code	B2
Title	Social unrest
Category	Community impact on building
Stakeholders	C – Wider community
Description	Demonstrations or unrest nearby may disrupt building operations.
Related SDG Goals	SDG 10: Reduced Inequalities, SDG 16: Peace, Justice and Strong Institutions
Existing Measures	• No history of nearby demonstrations; no protocols in place
Likelihood	Low
Impact	High
Risk Level	Low
Indicator	Preparedness plan in place → No
Recommendation	Develop simple contingency procedures for rare but disruptive events.

B3 – Infrastructure Disruption	
Risk Code	B3
Title	Infrastructure disruption
Category	Community impact on building
Stakeholders	O, FM
Description	Interruptions in power, water, or telecom can impact services.
Related SDG Goals	SDG 3: Good Health and Well-being, SDG 11: Sustainable Cities and Communities, SDG 13: Climate Action
Existing Measures	• The facility is equipped with a diesel backup generator and tested firefighting water reserves.
Likelihood	Medium
Impact	High
Risk Level	Medium
Indicator	Past outages duration → Limited to short power interruptions due to utility provider works
Recommendation	Continue quarterly testing of backup systems; ensure emergency numbers and utility contact details are accessible to staff.

B4 – Transport Disruption	
Risk Code	B4
Title	Transport disruption
Category	Community impact on building
Stakeholders	O, FM, E
Description	Traffic or transit disruptions may hinder access to the building.

Related SDG Goals	SDG 3: Good Health and Well-being, SDG 11: Sustainable Cities and Communities
Existing Measures	• Shopland Eger is located along a main road with bus stops within 200 metres. Access by car and public transport is generally reliable.
Likelihood	Low
Impact	Medium
Risk Level	Low
Indicator	Number of major disruptions in last year → Minimal
Recommendation	Monitor municipal traffic updates; maintain staff and tenant communication during city infrastructure works.