

SOCIAL RISK STUDY

Shopland Nyíregyháza retail center

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1. Project Data and site description

Name of project:	Adventum – Shopland Nyíregyháza
Address:	4400 Nyíregyháza, Pazonyi út 36.
Project type:	Shopping Center

2. Introduction

This report presents a comprehensive social risk assessment for the Shopland Nyíregyháza shopping center located in Nyíregyháza, Hungary in accordance with the BREEAM RSL 08 criteria [1]. The objective is to identify and evaluate social risks and opportunities associated with the building's operation and its interaction with the surrounding community.

In the context of sustainable property management, frameworks such as ESG (Environmental, Social, and Governance) have become increasingly relevant. While these approaches often emphasize quantifiable metrics, this study focuses on the social dimension—particularly the ways in which built environments influence and are influenced by the communities around them [2].

Stakeholder identification and engagement are central to the process. Understanding the needs and vulnerabilities of affected groups—especially those with limited resilience—is essential for developing meaningful strategies. Special attention is given to populations that may be disproportionately impacted by social risks due to systemic disadvantages or limited access to resources [2].

Climate-related disruptions, such as extreme weather and environmental hazards, can have far-reaching consequences not only for infrastructure but also for the social systems that depend on it. These impacts may result in financial strain, regulatory challenges, and operational vulnerabilities. Conversely, a socially conscious approach to property development and management can enhance long-term value, reduce exposure to risk, and foster stronger community relations [2].

This assessment explores how broader societal challenges—such as economic inequality, social exclusion, public health concerns, and labor-related issues—intersect with the building's presence and function. It considers both direct and indirect relationships between the property and its social environment, recognizing that these dynamics often extend beyond immediate geographic boundaries [1].

The methodology is guided by the BREEAM In-Use International Technical Manual for Commercial buildings [17] and the EU social indicators [16], supported by established industry practices. Social risks are examined from two perspectives:

The influence of external social conditions on the building (B1–B6, Appendix 2), and the building’s impact on its surrounding community (A1–A6, Appendix 1).

Social opportunities are defined as instances where the property can actively contribute to strengthening community resilience—for example, by offering safe spaces during emergencies or facilitating inclusive social interaction.

3. Project data and site description

The shopping centre is located in the city of Nyíregyháza, in northeastern Hungary, approximately 240 km from Budapest. This location benefits from its proximity to the M3 motorway, offering direct access to the capital and surrounding towns, making it easily reachable by car.

Although the site is primarily car-oriented, it is also accessible via Nyíregyháza’s extensive public transport network, which includes over 40 bus routes operated by Volánbusz and MÁV. These connect the retail park with the city centre, residential districts, and surrounding villages. However, compared to inner-city retail centres, public transport accessibility remains moderate, and the majority of visitors arrive by private vehicle.



1. figure: Shopland Nyíregyháza location (source: Google Maps)

The surrounding area includes additional commercial developments, logistics hubs, and green spaces, contributing to a mixed-use suburban environment. Nyíregyháza itself is a growing industrial and logistics centre, hosting major employers such as LEGO and Michelin, which support the local economy and employment levels.

4. Socio-Economic Context

4.1. Hungary's general context

In addition to national statistics, this chapter considers EU-level social indicators such as those from the Europe 2030 framework and the Social Scoreboard. Key metrics include poverty rate, employment levels, housing conditions, and access to healthcare. These indicators provide a comparative context for evaluating Hungary's social risks and opportunities [16].

Hungary is a high-income country in Central Europe, with a population of approximately **9.6 million**. The national economy is structurally diverse, with significant contributions from **manufacturing, services, and agriculture**. Despite global economic pressures, the country maintained relatively stable employment figures in recent years. According to the **Hungarian Central Statistical Office (KSH)**, the **unemployment rate** in 2023 was around **4.1%**, though regional disparities persist—particularly between urban centres like Budapest and less developed rural areas [3].



2. figure: Location of Hungary in Europe

Economic growth slowed in 2023 and early 2024, with inflation and reduced consumer spending affecting household purchasing power. While some sectors, such as IT and education, showed resilience, others—like retail and food production—faced

contraction. These shifts have had a direct impact on social vulnerability and access to services [3].

Hungary’s **income inequality** remains moderate by European standards, with a **Gini coefficient of approximately 0.29**. However, social disparities are still evident, especially in access to housing, education, and healthcare.

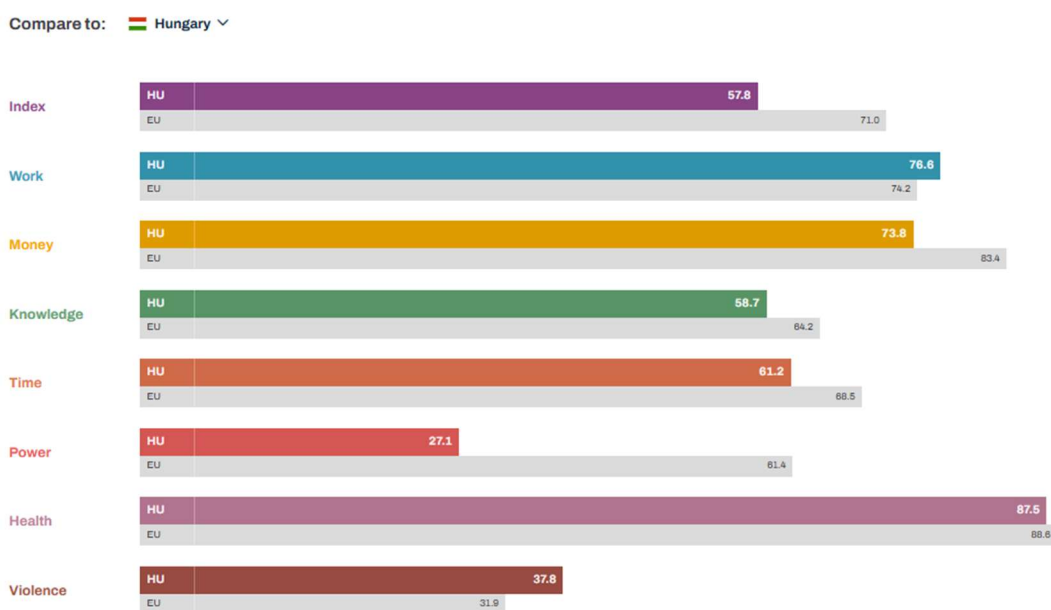
Hungary is a **high-income country** in Central Europe with a population of approximately **9.6 million**. Its economy is structurally diverse, driven by **manufacturing, services, and agriculture**. Despite global economic pressures, employment figures remained relatively stable in recent years [14].

According to the **Hungarian Central Statistical Office (KSH)**, the **unemployment rate in 2023 was around 4.1%**, although regional disparities persist—particularly between urban centers like **Budapest** and less developed rural areas [3].

In **2023 and early 2024**, economic growth slowed due to **inflation** and reduced consumer spending, which weakened household purchasing power. While sectors such as **IT and education** showed resilience, others—like **retail and food production**—experienced contraction. These shifts directly impacted **social vulnerability and access to services** [3].

Hungary’s **income inequality** remains moderate by European standards, with a **Gini coefficient of approximately 0.29**. However, disparities are still evident in access to **housing, education, and healthcare** [15].

Scores in Hungary



3. figure: Gender Equality Index - Scores in Hungary [15]

Vulnerable groups include:

- **Elderly individuals**, especially those living alone or in remote areas;
- **Roma communities**, who face systemic barriers in employment and social inclusion;
- **People with disabilities**, who may encounter challenges in accessing infrastructure and services.

These populations are particularly relevant in the context of **social risk assessments**, as they are more likely to be affected by disruptions in urban infrastructure, climate-related events, and economic instability.

4.2. Legal Framework in Hungary

Hungary, as a member of the European Union, recognizes the jurisdiction of the International Court of Justice (Nemzetközi bíróság) and is committed to upholding international human rights standards. The country's legal system is based on the Fundamental Law of Hungary (Magyarország Alaptörvénye – Magyar Közlöny), which guarantees the protection of basic rights and freedoms.

To support this framework, the Hungarian Parliament has enacted several key laws:

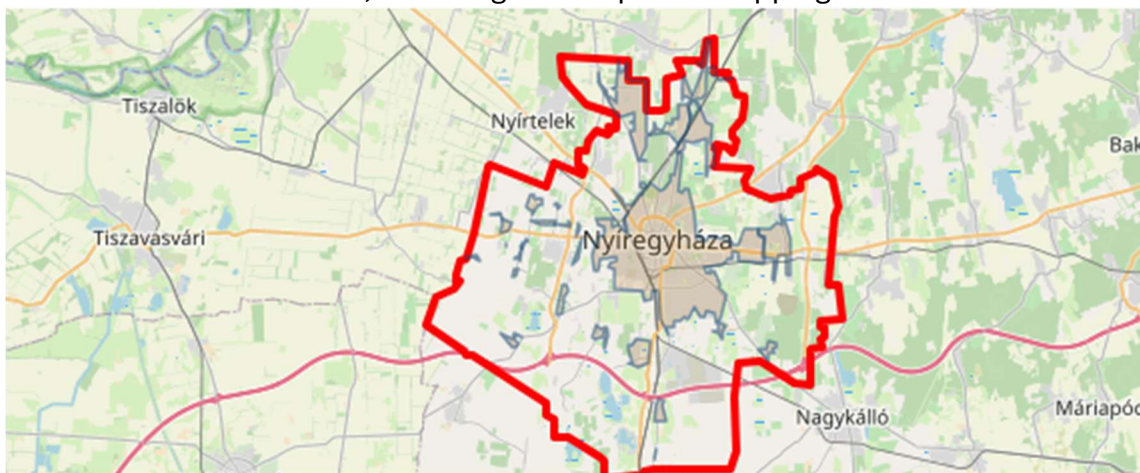
- Fundamental Law of Hungary (Magyarország Alaptörvénye – Magyar Közlöny) – the country's constitution, serving as the foundation of all legal protections.
Link to official document:
[<https://magyarkozlony.hu/dokumentumok/b1a8d0225dae97eeef555d20f85644cfdba413da/letoltes>]
- Act XXXI of 1993 – on the promulgation of the European Convention on Human Rights and its eight additional protocols, signed in Rome in 1950 (1993. évi XXXI. törvény az emberi jogok és az alapvető szabadságok védelméről szóló, Rómában, 1950. november 4-én kelt Egyezmény és az ahhoz tartozó nyolc kiegészítő jegyzőkönyv kihirdetéséről” – Magyar Köztársaság Országgyűlése).
Link to official document:
[https://www.usoud.cz/fileadmin/user_upload/ustavni_soud_www/Pravni_uprava/AJ/Listina_English_version.pdf]
- Act CXI of 2011 – on the Commissioner for Fundamental Rights (Ombudsman), responsible for protecting public rights (2011. évi CXI. törvény az alapvető jogok biztosáról” - Magyar Köztársaság Országgyűlése).
Link to official document:
[<https://net.jogtar.hu/jogszabaly?docid=a1100111.tv>]

These laws form the basis for assessing social risks and opportunities in urban development projects under BREEAM In-Use RSL08, ensuring that developments contribute to social inclusion, equality, and community resilience.

4.3. Local Context – Nyíregyháza

Nyíregyháza is a regional city located in northeastern Hungary, serving as the administrative centre of Szabolcs-Szatmár-Bereg County. Nyíregyháza functions as an independent urban hub with a strong industrial, educational, and cultural profile.

The city has evolved into a key economic and logistics centre, hosting several multinational companies such as LEGO and Michelin, alongside a growing number of retail and service facilities, including the Shopland shopping centre.



4. figure: Nyíregyháza's area [4]

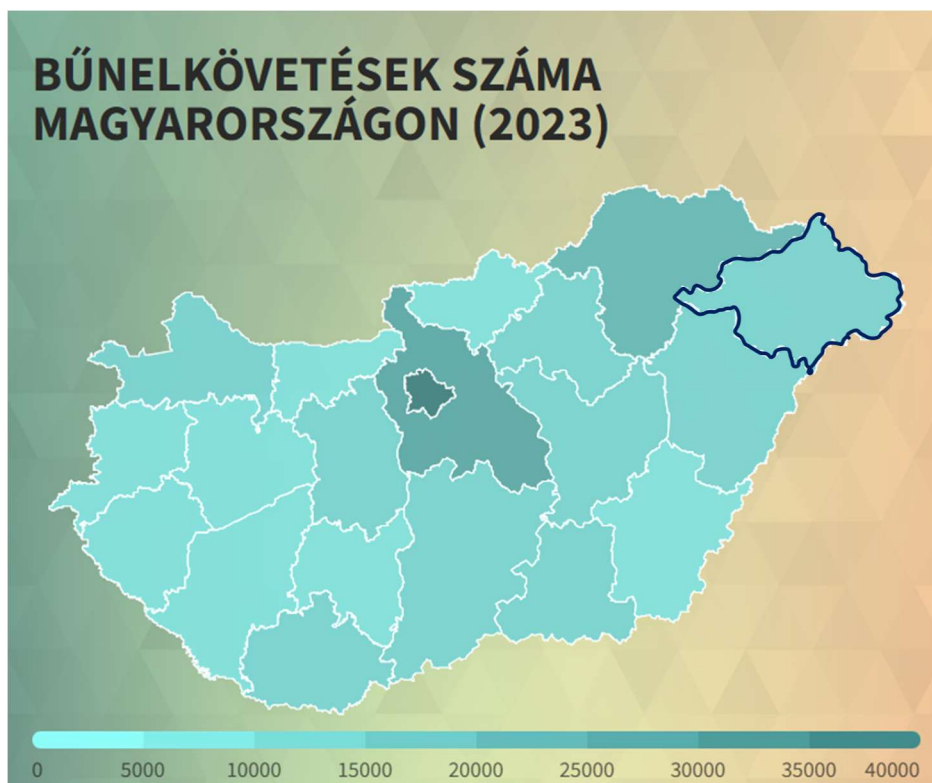
As of 2024, Nyíregyháza has a population of approximately **126,600 residents**, with a **median age of 38.9 years**. The demographic profile includes a balanced mix of working-age adults, families, and elderly citizens. The city has experienced steady population growth over the past decades, reflecting its increasing regional importance. [4,5].

Despite its overall affluence, **pockets of social vulnerability** persist.

These are most notable among:

- **Elderly residents**, particularly those living alone or in older housing stock;
- **Low-income households**, especially in segregated districts such as Huszártelep;
- Individuals with limited mobility due to car-oriented infrastructure and uneven public transport coverage.

Public safety indicators in Nyíregyháza are **moderately favorable**, with a **crime index of 45.6** and a **safety index of 54.4** [7]. Property crimes and drug-related issues are present but not excessive. The presence of large retail centres like Shopland contributes to increased foot traffic and passive surveillance, which can enhance local safety. [6].



5. figure: Crime Hotspot Map of Hungary for 2023 [6]

Community engagement is an important aspect of Tesco’s operations in Nyíregyháza. The company supports various local initiatives through its **Community Grants programme**, including youth development, food donations, and support for disadvantaged groups.

The Nyíregyháza Tesco store has been among the most active in the region in terms of community voting and participation.

Municipal development programs in Nyíregyháza have focused on transport infrastructure upgrades, green space expansion, and sustainable urban planning. Recent investments include the completion of the western bypass, expansion of bicycle networks, and revitalization of public parks such as Bujtosi Városliget. [8] The city also prioritizes energy-efficient renovations of public buildings and healthcare facilities.

From a landscape perspective, the Shopland building is situated in a relatively flat, open area with surrounding commercial developments and suburban housing. While it lacks the architectural heritage of inner-city districts, the site benefits from proximity to green corridors and newly developed recreational zones, contributing to environmental resilience and urban livability [8].

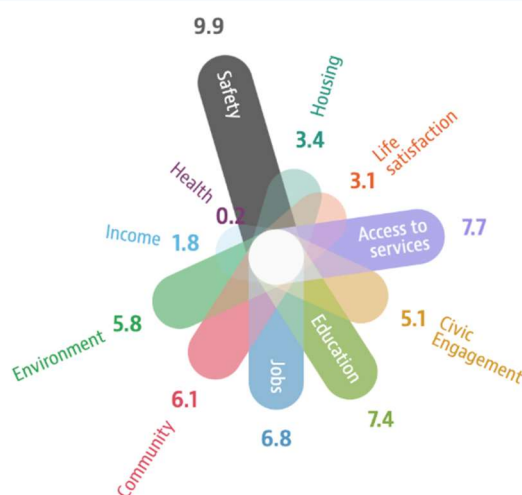
4.4. Northern Great Plain area – Quality of Life Overview

The Northern Great Plain (Észak-Alföld) region, which includes major cities such as Debrecen, Nyíregyháza, and Szolnok, presents a mixed profile in terms of regional well-being. **Education, Jobs, and Safety** score exceptionally high, indicating a well-educated population, strong employment opportunities, and a secure urban environment.

Strengths:

- **Safety and Civic Engagement** score relatively well, indicating a secure environment and active citizen participation in local initiatives.
- **Access to Services** is moderately strong, supported by regional transport networks and public institutions in urban centres like Debrecen and Nyíregyháza.

How is life in Northern Great Plain?



How is life around you?



<http://oecdregionallwellbeing.org>

6. figure: OECD Regional Well-Being of the Northern Great Plain [13]

Challenges:

- **Income, Jobs, and Education** score below the national average, reflecting limited employment opportunities and lower levels of tertiary education attainment compared to more developed regions like Budapest.

- **Health and Housing** indicators also show room for improvement, with disparities in healthcare access and housing quality, particularly in rural and economically disadvantaged areas.
- **Environmental Quality** is moderate, with some concerns related to air pollution and land use, especially in industrial zones.

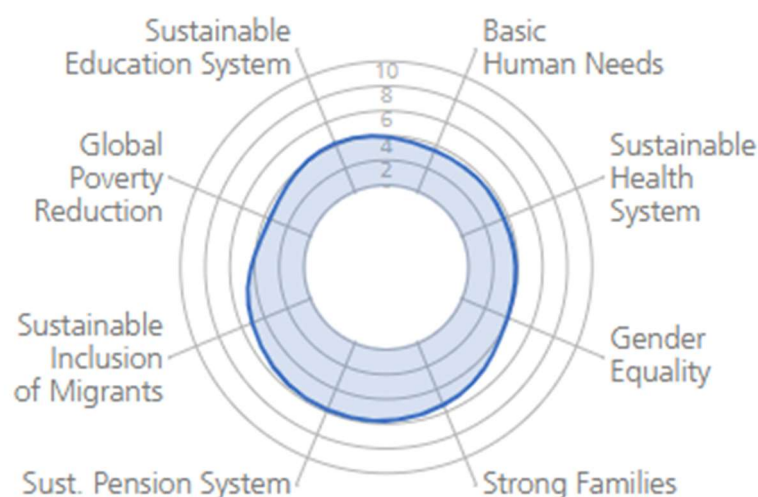
Conclusion:

The Northern Great Plain offers a stable and safe living environment with active community participation. However, targeted development efforts are needed to improve economic opportunities, education, and healthcare access to ensure long-term regional resilience and equity.

5. Vulnerable Groups in Hungary and near Nyíregyháza

According to the European Commission’s Social Scoreboard, Hungary scores below the EU average in areas such as social inclusion and healthcare access. This highlights the importance of addressing the needs of vulnerable groups in regional development, particularly in the Northern Great Plain region, which includes Nyíregyháza. These groups include Roma communities, elderly individuals, persons with disabilities, and low-income families, who face systemic barriers to full participation in society [16].

Urban development projects, such as the Shopland in Nyíregyháza, must consider the needs of socially vulnerable groups to ensure inclusive and sustainable growth.



7. figure: Social Sustainability in Hungary [12]

5.1. Elderly Individuals, Particularly Those Living Alone

Hungary’s aging population presents significant social challenges. Nyíregyháza has a growing elderly population, many of whom live alone in outdated housing that lacks

accessibility features. The city's aging demographic presents challenges in terms of mobility, healthcare access, and social inclusion.

- **Risks:** Isolation, limited mobility, and digital exclusion.
- **Local impact:** Increased commercial activity and traffic may heighten environmental stressors, affecting elderly well-being.

5.2. Roma Communities Facing Systemic Exclusion

Nyíregyháza is home to several Roma communities, including segregated areas such as Huszártelep. Despite targeted interventions, these communities continue to face barriers in education, employment, and housing [10].

- **Risks:** Discrimination, unstable employment, and limited access to services.
- **Local impact:** Without inclusive planning, Roma individuals may be excluded from the benefits of new developments.

5.3. Persons with Disabilities

People with disabilities in Nyíregyháza face challenges in accessing public infrastructure, transportation, and commercial spaces. While national regulations mandate accessibility, implementation remains inconsistent [9].

- **Risks:** Physical barriers, lack of inclusive design, and social isolation.
- **Local impact:** Inadequate infrastructure (e.g., ramps, elevators, signage) can prevent full participation in public life.

5.4. Low-Income Families and Unemployed Individuals

Economic vulnerability is high in the Northern Great Plain region. In Nyíregyháza, many families rely on social assistance or public employment programs. Rising living costs and limited job opportunities exacerbate the situation [10].

- **Risks:** Housing insecurity, unemployment, and limited access to healthcare and education.
- **Local impact:** Commercial developments may not benefit local residents without targeted employment and training programs.

5.5. Migrants and Refugees

Nyíregyháza played a key role in supporting Ukrainian refugees during the 2022 crisis. Migrants and asylum seekers continue to face integration challenges, including language barriers and limited access to services [11].

- **Risks:** Informal employment, legal uncertainty, and social exclusion.
- **Local impact:** Migrants often work in low-paid jobs near commercial hubs, frequently without adequate protections.

5.6. Gender-Based Vulnerability

According to the 2024 Gender Equality Index, Hungary scores significantly below the EU average, especially in political representation (Power: 27.1) and access to healthcare (Health: 37.8) [15].

In Nyíregyháza, women—especially single mothers and caregivers—face barriers to employment and service access.

- **Risks:** Gender pay gap, limited childcare options, and underrepresentation.
- **Local impact:** Without inclusive design and engagement, gender disparities may be reinforced by urban development.

5.7. Cross-Cutting Barriers

All vulnerable groups may face:

- Limited access to healthcare, especially mental health services.
- Inadequate infrastructure and service design.
- Exposure to economic and environmental stressors.

6. Methodology of Social Risk Assessment

The methodology integrates EU-recommended indicators such as the Gini coefficient, Gender Equality Index, and Regional Well-being Index. These metrics enable benchmarking of local data against broader European trends, enhancing the robustness of the social risk evaluation [16].

- The assessment uses a mixed-methods approach combining:
- Quantitative data from KSH, Eurostat, and OECD
- Qualitative insights from stakeholder interviews
- Site observations and mapping tools
- Indicators include income levels, unemployment, crime rates, and access to services.

6.1. Stakeholder Mapping

The process begins with identifying all relevant stakeholder groups, both within and outside the asset. Special attention is given to vulnerable populations who may be disproportionately affected by development activities.

6.2. Risk Identification and Categorization

Once stakeholders are mapped, the assessment defines key risk categories and subgroups to organize potential social impacts. These include issues related to accessibility, inclusion, economic vulnerability, and environmental exposure.

6.3. Risk Evaluation

The identified risks are then evaluated based on:

- Their potential impact within the local geographic and social context;
- The availability and effectiveness of existing mitigation measures;
- The feasibility of implementing new strategies to reduce risk.

6.4. Review of Existing Measures

Risks that remain significant despite current interventions are flagged for further analysis. Weaknesses in existing mitigation efforts are identified, and additional stakeholder engagement may be recommended to refine solutions.

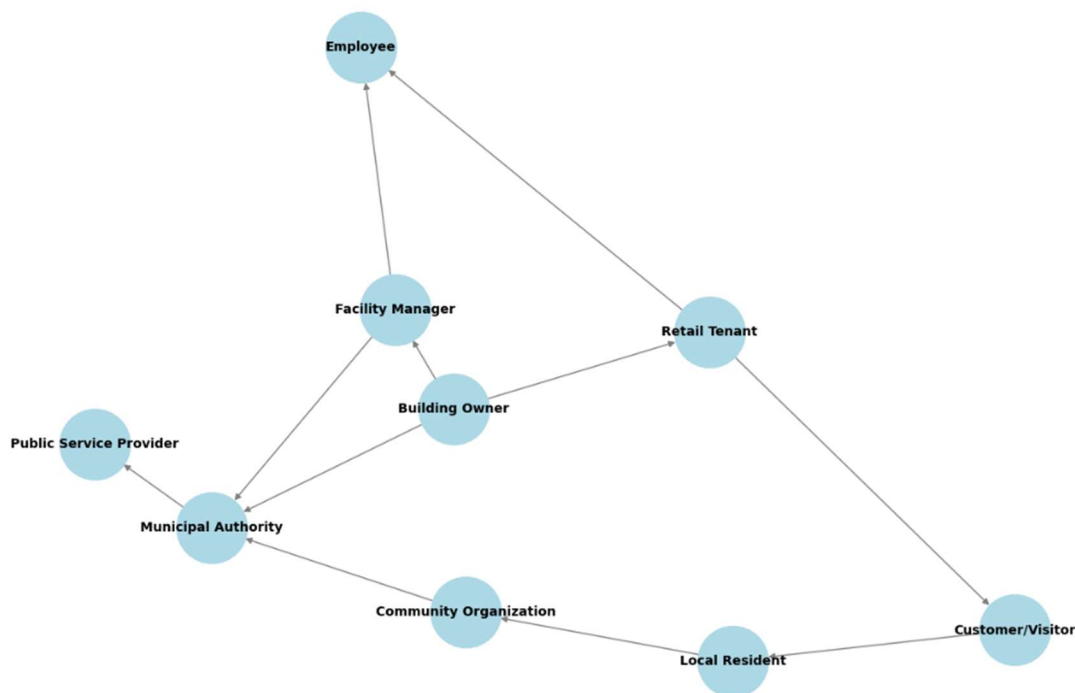
7. Stakeholder Identification

The social risk assessment considers a diverse set of stakeholder roles that interact with or are affected by the asset.

These include:

- **Asset owners and managers**, who influence strategic decisions and ESG integration;
- **Facility operators**, responsible for daily operations and service delivery;
- **Tenants and employees**, who shape the internal social environment;
- **Customers and visitors**, whose experience reflects accessibility and inclusivity;
- **Local residents and community groups**, impacted by environmental and economic factors;
- **Municipal authorities and service providers**, who regulate and support infrastructure and public services.

This stakeholder mapping aligns with the BREEAM In-Use RSL08 guidance, which emphasizes understanding the interdependencies between the asset and its wider community [1],[2].



8. figure: Stakeholder map

8. Risk Assessment

The following dimensions were evaluated to understand the social risks and opportunities associated with the asset and its surrounding community:

8.1. Public Health and Well-being

- **Likelihood:** Moderate – Moderate – The external environment is generally clean, and Nyíregyháza benefits from nearby green spaces, but indoor air quality monitoring is not currently implemented.
- **Impact:** High – Vulnerable groups such as elderly individuals, children, and those with respiratory conditions may be affected.
- **Overall Risk Level:** Moderately High – Long-term health implications and reduced user satisfaction are possible.
- **Existing Measures:** Outdoor air quality is acceptable; accessibility features are present.
- **Recommended Improvements:** Install indoor air quality sensors and upgrade HVAC systems to ensure healthy indoor environments.

8.2. Poverty and Social Exclusion

- **Likelihood:** Moderate – Nyíregyháza includes both middle-income and economically disadvantaged areas, with some groups (e.g., Roma communities, low-income families) at risk of exclusion.
- **Impact:** High – Social exclusion can reduce community cohesion and limit the asset's positive influence.
- **Overall Risk Level:** Moderately High – Requires proactive inclusion strategies.
- **Existing Measures:** Public access to services and occasional community engagement.
- **Recommended Improvements:** Implement inclusive hiring practices and targeted outreach to vulnerable groups, especially in nearby segregated districts.

8.3. Public Safety

- **Likelihood:** Moderate – The area is generally safe, but occasional loitering and limited lighting during evening hours may reduce perceived safety.
- **Impact:** Moderate – A lack of perceived safety can deter visitors and affect commercial performance.
- **Overall Risk Level:** Moderate – Improvements are advisable.
- **Existing Measures:** Basic lighting and daytime security personnel.
- **Existing Measures:** Daytime security presence and basic lighting.
- **Recommended Improvements:** Expand nighttime lighting, install CCTV, and enhance passive surveillance through design and community presence.

8.4. Modern Slavery and Ethical Employment

- **Likelihood:** Low – No direct risks identified, but supply chain exposure is possible, especially in retail and logistics sectors.
- **Impact:** Moderate – Ethical breaches could lead to reputational and legal consequences.
- **Overall Risk Level:** Moderate – Preventive measures are necessary.
- **Existing Measures:** Ethical employment policies for direct staff.
- **Recommended Improvements:** Conduct supplier audits and ensure transparent procurement practices, especially for subcontracted services.

8.5. Responsible Leadership and Community Engagement

- **Likelihood:** Moderate – Basic engagement exists but may not meet community expectations, especially in disadvantaged neighborhoods.
- **Impact:** Low – Limited engagement does not pose immediate risks but may weaken long-term support.
- **Overall Risk Level:** Low – Represents an opportunity for improvement.
- **Existing Measures:** Complaint handling and basic communication channels.
- **Recommended Improvements:** Establish formal partnerships with local schools, NGOs, and social service providers to strengthen community ties.

8.6. Community Impact on the Asset

- **Likelihood:** Moderate – Occasional loitering and minor vandalism suggest some tension between the asset and certain community segments.
- **Impact:** Moderate – These behaviors can disrupt operations and affect public perception.
- **Overall Risk Level:** Moderate – Requires community-focused interventions.
- **Existing Measures:** Security patrols and regular maintenance.
- **Recommended Improvements:** Launch youth engagement programs, host local cultural events, and support community-led initiatives to foster inclusion and ownership.

9. Summary of Risks and Social Opportunities

The social risk assessment for the Shopland Nyíregyháza asset has identified several key areas of concern that may affect both internal stakeholders and the surrounding community:

- **Insufficient engagement with vulnerable groups**, including elderly individuals, Roma communities, low-income families, migrants, and persons with disabilities.
- **Limited transparency in supply chain practices**, particularly regarding ethical sourcing and subcontractor oversight in retail and logistics operations.
- **Moderate public safety concerns**, especially during evening hours due to inadequate lighting and limited surveillance infrastructure.

Mitigation and Enhancement Strategies

To address these risks and enhance the asset's social performance, the following strategies are recommended:

Strengthen stakeholder engagement through formal partnerships with local NGOs, schools, and social service providers, especially those active in disadvantaged districts.

Improve environmental and safety monitoring, including the installation of indoor air quality sensors and expansion of CCTV coverage to enhance public safety and wellbeing.

Implement inclusive community initiatives, such as youth engagement programs, employment support schemes, and accessibility upgrades to ensure equitable access to services.

Community Resilience and Social Value

The asset benefits from Nyíregyháza's growing municipal development programs, active community organizations, and existing corporate responsibility efforts. These factors contribute to the building's resilience and its capacity to support social inclusion and cohesion.

By implementing the proposed actions, the Shopland Nyíregyháza project can actively contribute to the **European Pillar of Social Rights**, particularly in the areas of:

- Fair working conditions
- Equal opportunities
- Social protection and inclusion

Contribution to UN Sustainable Development Goals (SDGs)

The initiatives outlined in this assessment support the following SDGs [18]:

- **SDG 3** – Good Health and Well-being
- **SDG 8** – Decent Work and Economic Growth
- **SDG 10** – Reduced Inequalities
- **SDG 11** – Sustainable Cities and Communities
- **SDG 12** – Responsible Consumption and Production
- **SDG 17** – Partnerships for the Goals

Asset-Level Opportunities

The Shopland Nyíregyháza asset can enhance its social value and community impact through:

- Inclusive hiring practices and support for diverse workforce participation.
- Accessible infrastructure and services that promote equal opportunity.
- Family-friendly workplace policies and supportive amenities for employees.
- Local economic development, prioritizing regional suppliers and service providers.



9. figure: Sustainable Development Goals [18]

10. Recommendations and Development Actions

To enhance the asset's social performance and long-term resilience, the following project-specific actions are recommended:

Short-Term Measures

- **Establish a transparent complaint handling** system accessible to both employees and visitors, with multilingual support to accommodate migrant and international users.
- **Conduct regular satisfaction and accessibility surveys**, targeting vulnerable groups such as elderly individuals, persons with disabilities, Roma communities, and low-income families to identify service gaps.
- **Expand evening lighting and surveillance coverage**, especially in parking and pedestrian areas, to improve perceived and actual public safety.

Medium-Term Measures

- **Launch inclusive community programs**, such as youth mentorship initiatives, job readiness workshops, and cultural events co-hosted with local NGOs, schools, and Roma advocacy groups.
- **Introduce supplier and subcontractor audits** to ensure ethical employment practices and compliance with modern slavery prevention standards.
- **Upgrade indoor environmental monitoring**, including air quality sensors and HVAC system improvements, to support health and wellbeing.

Long-Term Measures

- **Integrate ESG and social inclusion clauses into lease agreements**, encouraging tenants to adopt fair labor practices and community engagement commitments.
- **Develop a formal community engagement framework**, including annual stakeholder forums, collaborative planning sessions, and shared social impact reporting.
- **Promote regional economic development** by prioritizing local suppliers and service providers, with a focus on inclusive procurement strategies that benefit disadvantaged groups.

11. Possible future monitoring and KPI-s for possible risk management

To ensure the effectiveness and continuous improvement of the social risk mitigation strategies at Shopland Nyíregyháza, a structured monitoring and KPI framework is proposed. This framework supports compliance with BREEAM In-Use RSL 08 and aligns with EU and UN social sustainability goals.

Objectives of Monitoring

- Track implementation of recommended actions (e.g. stakeholder engagement, inclusive programs).
- Measure impact on vulnerable groups and community resilience.
- Provide data for internal reporting and external communication.
- Support ESG integration and certification readiness.

Key Performance Indicators (KPIs)

Area	Indicator	Measurement Method	Frequency
Stakeholder Engagement	Number of active partnerships with NGOs, schools, service providers	Signed MoUs, meeting logs	Quarterly
Community Inclusion	Participation rate of vulnerable groups in programs	Registration data, feedback forms	Bi-annually
Public Safety	Perceived safety score (day/night)	Visitor surveys, incident reports	Annually
Indoor Environment Quality	Air quality index (CO ₂ , PM2.5)	Sensor data, maintenance logs	Monthly
Employment Support	Number of local hires and training participants	HR records, program reports	Quarterly

Area	Indicator	Measurement Method	Frequency
Accessibility	Compliance with inclusive design features	Site audits, user feedback	Annually
Social Impact Reporting	Publication of social performance summary	ESG report, website	Annually

10. figure: Key Performance Indicators (KPI-s)

Monitoring Tools and Methods

- **Digital dashboards** for real-time data tracking.
- **Surveys and interviews** with staff, visitors, and community members.
- **Sensor-based monitoring** for environmental indicators.
- **Stakeholder forums** for qualitative feedback.
- **Annual ESG reports** summarizing progress and challenges.

Governance and Review

- A designated **Social Sustainability Coordinator** will oversee data collection and reporting.
- KPIs will be reviewed annually and adjusted based on stakeholder input and evolving community needs.
- Results will inform future development actions and BREEAM reassessments.

12. Resources:

- (1) <https://kb.breeam.com/wp-content/plugins/breeamkb-pdf/pdf/?c=1220>
- (2) <https://breeam.com/documents/d/breeam/BREEAM-In-Use-GRESB-2023-Indicators-July-2023>
- (3) https://www.ksh.hu/docs/eng/xftp/idoszaki/mo/hungary_2023.pdf
- (4) https://www.city-facts.com/search?s=ny%C3%ADregyh%C3%A1za&auto=#google_vignette
- (5) <https://www.ksh.hu/regional-data>
- (6) <https://dailynewshungary.com/is-hungary-safe-here-is-the-updated-crime-map/>
- (7) <https://www.numbeo.com/crime/in/Nyiregyhaza-Hungary>
- (8) <https://www.nyiregyhaza.hu/post/nyiregyhaza-gazdasagi-programja-20252029-2025-04-06>
- (9) https://www.ksh.hu/hvd_eng
- (10) 2025 Country Report – Hungary https://economy-finance.ec.europa.eu/publications/2025-european-semester-country-reports_en
- (11) <https://genderdata.worldbank.org/en/economies/hungary>
- (12) https://www.sgi-network.org/2024/Hungary/Social_Sustainability
- (13) <https://www.oecdregionalwellbeing.org/HU11.html>
- (14) <https://data.worldbank.org/country/hungary>
- (15) <https://eige.europa.eu/gender-equality-index/2024/country/HU>
- (16) https://employment-social-affairs.ec.europa.eu/policies-and-activities/social-protection-social-inclusion/social-protection-committee/indicators-sub-group/eu-social-indicators_en
- (17) BREEAM In-Use International Technical Manual for Commercial buildings
- (18) <https://sdgs.un.org/>

13. Appendix

- Appendix A - Impact of the building on the community table
- Appendix B- Impact of the community on the building table

Project: Shopland - Nyíregyháza
Date: 2025.08.27

Impact of the building on the community

	Description of Potential Impact	Affected Groups	Existing Measures	Likelihood	Impact	Risk Level	Possible Indicators	Recommendations	Responsible Parties
A1	Limited engagement with vulnerable groups such as elderly, migrants, and low-income families.	Elderly, migrants, low-income families, persons with disabilities	General stakeholder mapping and identification of vulnerable groups	Moderate	High	Moderately High	Participation rate in programs, feedback from vulnerable groups	Launch inclusive community programs and conduct targeted surveys	Asset Manager, Community Engagement Coordinator
A2	Gaps in ethical sourcing and subcontractor practices	Workers, subcontractors, supply chain partners	General ESG commitments	Moderate	Moderate	Moderate	Audit results, supplier compliance reports	Introduce supplier audits and ESG clauses in lease agreements	Procurement Team, ESG Officer
A3	Moderate public safety concerns due to limited lighting and surveillance	Visitors, employees, local residents	Basic lighting and CCTV coverage	Moderate	Moderate	Moderate	Safety perception scores, incident reports	Expand lighting and CCTV coverage in public areas	Facility Manager, Security Team
A4	Limited access to inclusive programs and services	Youth, unemployed individuals, marginalized communities	Municipal development programs and corporate responsibility efforts	Low	High	Moderate	Program participation rates, community feedback	Launch youth mentorship and employment support programs	CSR Team, Local NGO Partners
A5	Indoor air quality and environmental monitoring gaps	Employees, visitors	Basic HVAC systems	Low	Moderate	Low	Air quality sensor data, maintenance logs	Install air quality sensors and upgrade HVAC systems	Facility Manager, Environmental Officer
A6	Limited prioritization of regional suppliers and inclusive procurement	Local businesses, job seekers	General support for local economy	Low	Moderate	Low	Share of regional suppliers, procurement records	Prioritize local suppliers and inclusive hiring practices	Procurement Team, HR Department

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Impact of the community on the building									
	Description of Potential Impact	Affected Groups	Existing Measures	Likelihood	Impact	Risk Level	Possible Indicators	Recommendations	Responsible Parties
B1	Limited engagement with vulnerable groups may reduce inclusivity and social cohesion, especially in segregated districts such as Huszártelep.	Elderly, migrants, low-income families, persons with disabilities	Municipal programs, Tesco community grants, local NGO initiatives	Moderate	High	Moderate	Participation rates, feedback from vulnerable groups	Launch inclusive community programs and strengthen stakeholder engagement	Asset manager, local NGOs
B2	Gaps in supply chain transparency may lead to reputational and ethical risks, particularly in retail and logistics subcontracting.	Subcontracted workers, suppliers	Corporate responsibility policies, basic ESG commitments	Moderate	High	Moderate	Audit results, supplier compliance reports	Introduce supplier audits and ESG clauses in lease agreements	Procurement team, asset manager
B3	Public safety concerns during evening hours may affect visitor experience and community trust, especially in parking areas.	Visitors, local residents	Basic lighting and daytime security patrols	Moderate	Moderate	Moderate	Safety perception surveys, incident reports	Expand lighting and CCTV coverage	Facility management
B4	Limited accessibility may hinder equal opportunity and inclusion, particularly for disabled individuals and elderly residents.	Persons with disabilities, elderly	Basic accessibility features	Moderate	Moderate	Moderate	Accessibility audits, user feedback	Upgrade infrastructure to meet inclusive design standards	Facility management, design team
B5	Limited accessibility may hinder equal opportunity and inclusion, particularly for disabled individuals and elderly residents.	Local community, NGOs, schools	Informal partnerships	Moderate	Moderate	Moderate	Number of formal partnerships, stakeholder meeting records	Establish formal engagement frameworks and annual forums	Asset manager, community liaison
B6	Insufficient monitoring of social impact may hinder continuous improvement and certification readiness.	Internal and external stakeholders	Basic reporting practices	Moderate	Moderate	Moderate	KPI dashboards, ESG reports	Implement structured monitoring and KPI framework	Social sustainability coordinator