

# Sustainability Occupier Guide

## A Guide for Tenants

Generali Real Estate

December 2023

# Introduction

## Sustainability Occupier Guide

Generali Real Estate (GRE) is working to reduce the negative impacts of the buildings we are responsible for and positively contribute to improve social and natural environments.

Only with your help we can complete the journey towards a decarbonised world. Only working together, we can achieve our Net Zero target.

*We support the transition to a more sustainable economy and society adopting clear principles to guide decisions in managing buildings assets such as:*

- *limiting global warming and development of climate change adaptation strategies*
- *reduction in the consumption of natural resources*
- *pollution prevention and protection of biodiversity<sup>1</sup>*

We hope this guide will provide you with ideas to integrate sustainability into your day-to-day practices which will benefit your life, your business, your employees and the environment.

Many of the measures outlined in this document are low or no cost 'quickwins' that could make a tangible saving to your operating costs, reduce environmental impacts and increase staff/building user satisfaction and wellbeing levels.

Let's start this journey with us!

This document offers simple strategies for improving sustainability practices in your buildings.



<sup>1</sup> <https://www.generalirealestate.com/Sustainability/Group-commitment/>

# Climate Change: the resilience route

## The path towards decarbonisation

### Our commitment

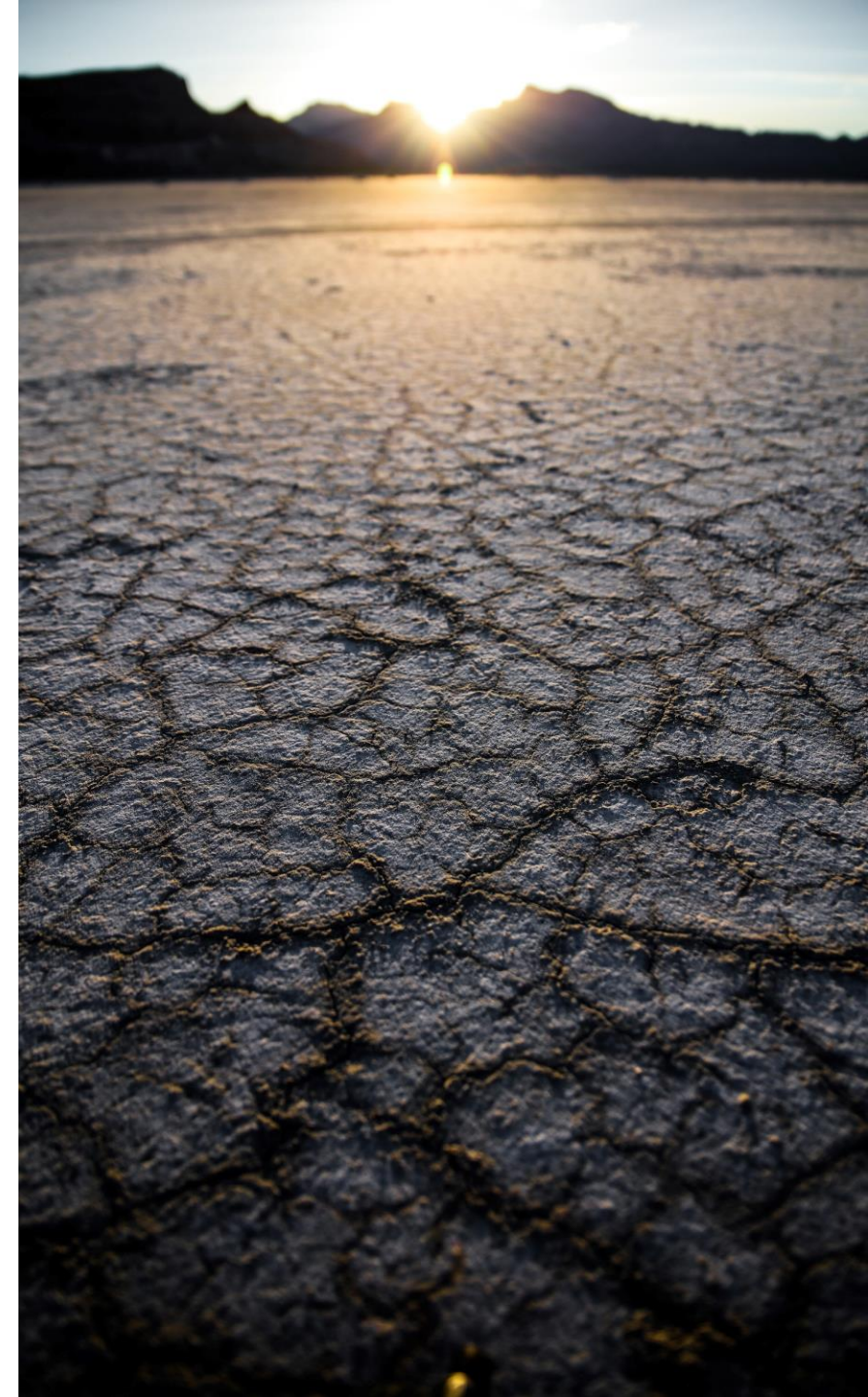
Generali Real Estate, in order to limit global warming, is adopting clear principles to guide decisions in managing our buildings such as:

- development of climate change adaptation strategies
- reduction in the consumption of natural resources and pollution
- prevention and protection of biodiversity

We have joined the NET-ZERO Asset Owner Alliance ([NZAQA](#)), committing to gradually decarbonizing the asset portfolio to reach its carbon neutrality by 2050 and set specific decarbonization targets for real estate. On average, the selected portfolio will be aligned with the decarbonization pathway of the CRREM model, to limit global warming to 1.5°C.

### What can we do together?

This guide outlines strategies for improving the sustainability of your workplaces. We both, owners and occupiers, have an important part to play in tackling climate change and contributing to substantial carbon reductions required from the whole buildings sector. This guide is also an opportunity to communicate with us and provide mutual support.



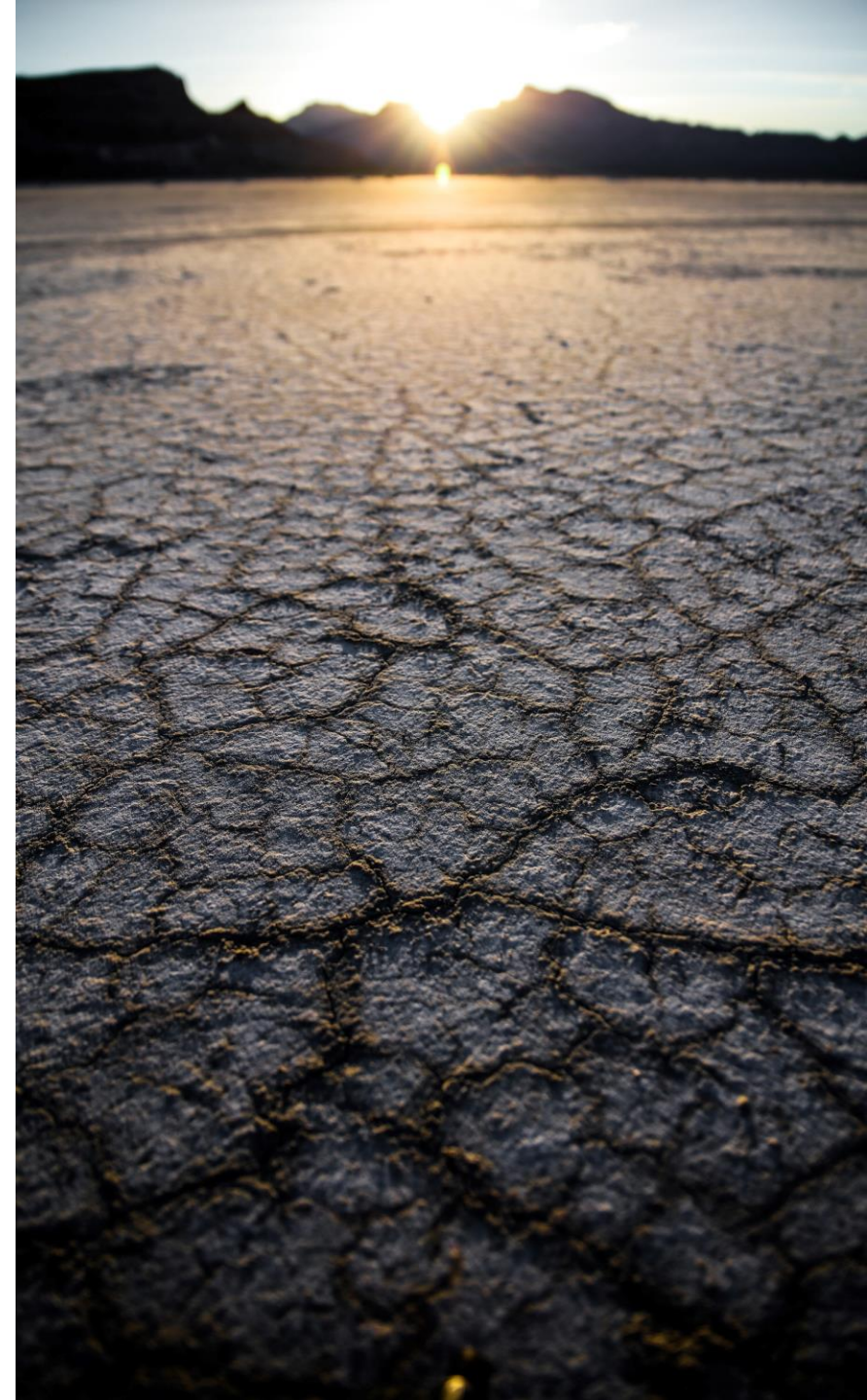
# Contents

## Document structure and contents

The Sustainability Occupier Guide covers the following areas:

- Energy and Water: operational efficiency
- Waste: “Reduce, Reuse and Recycle”
- Responsible procurement
- Health, wellbeing, comfort and productivity
- Healthy and low-impact travel
- Community engagement

Actions and strategies to improve efficiency and reduce utility cost have been identified for each of the above areas and structured in bullet point lists under two sections: *What GRE is doing* and *What you can do*.





# Energy and Water: operational efficiencies

## Manage resources efficiently and decrease operational costs



### Usage and monitoring

#### What GRE is doing

- GRE is monitoring energy and water consumption for the common areas and collecting tenants' data from all assets
- GRE is planning to perform energy audits on all energy intensive assets

#### What you can do

- Be a champion! Understand your consumption and gain actionable insights on trends and potential for savings by installing a smart energy meter. [Contact us](#) to learn more
- **Install Smart Metering** systems for gas and electricity to save on your energy bills. Consider also installing a smart meter for water
- **Track equipment maintenance** schedules to make sure your plant and equipment are running efficiently; this will help maintain energy efficiency, hygiene, and reduce break down and running costs
- Share your water and energy consumption data with us, [signing off a green lease](#) clause

# Energy and Water: operational efficiencies

Manage resources efficiently and decrease operational costs



## Operational wins

### What GRE is doing

- In its development projects GRE is specifying installation of control systems to allow flexibility and resource saving

### What you can do

- **Office equipment switch off:** ensure settings reflect working hours and equipment is off at night, at weekends and during bank holidays. Reduce standby enabling standby features
- Check and **adjust systems key parameters;** these could be set and modify according to seasonality, predominant usage and efficiency
- **Adjust lighting** to your actual needs and use free daylight to your advantage: natural light is free and may allow you to turn off or dim your lights during the day
- **Use focused lighting:** if you don't need to light the whole room, just light the area you're working at. The energy efficiency of the building will be 50-70% respect normal usage
- Investigate **green energy tariffs** to save money whilst reducing your carbon footprint and lowering pollution
- Reduce water: **shut off water to unused areas** of your facility to eliminate waste from leaks or unmonitored use



# Energy and Water: operational efficiencies

Manage resources efficiently and decrease operational costs



## Efficient equipment

### What GRE is doing

- In its development projects GRE is specifying installation of the most performing energy and water systems and in all refurbishments, water fixtures are retrofitted with the most efficient alternatives (e.g., low-flow taps, dual flush toilets).

### What you can do:

- **Switch off equipment when they are not in use:** consider installing a timer to program your heating cooling system on/off
- Invest in **energy-efficient appliances**; look for those that are listed as energy-efficient (Energy label > A+) and consider using Energy Star products (<https://www.energystar.gov/products>)
- **Lighting:** when replacing fluorescent light bulbs install LED (light-emitting diode) this can considerably reduce energy consumption
- Consider installing **light and movement sensors** to control when lights are dimmed or turned off. This is particularly useful for areas of low footfall or areas with long periods of inactivity
- **Water saving aerators** installation on each water taps can reduce water flow rate up to 60% and cut water usage in you building
- For the outdoor areas use the right amount of **irrigation water**, use **drip irrigation** where possible, it can easily reduce water consumption by 50-70% without damaging your landscape.



# Energy and Water: operational efficiencies

Manage resources efficiently and decrease operational costs



## Awareness and information sharing

### What GRE is doing

- GRE is raising awareness about energy and water saving practices among employees and clients through internal campaigns, providing internal training about Environmental topics and the official website page

### What you can do:

- Use signage and [share educational material with staff and building users on good practice](#), benefits to them and tips for energy saving practices (e.g., switching off monitors, lights, printers). There are plenty of free resources available on the web, so check them out! sending a [weekly or monthly newsletter](#) to your employees. Include eco-friendly tips and advice, and offer facts about the environment, energy consumption, water-saving tip and company trends.
- Create [Environmental working groups](#) to share ideas and shout about the initiatives you are undertaking
- Launch [an energy-saving competition](#) to encourage employees to reduce their consumption. You may offer a gift card or an hour of paid time off every month to the employee who recycles the most, uses the least amount of electricity, or wastes the fewest sheets of printer paper





# Waste: Reduce, re-use and recycle

## Preserve and protect our limited natural resources



### Waste management plan and recycling

#### What GRE is doing

- For the multitenant buildings with common areas under control, GRE is planning to perform waste stream audits to determine the waste production and diversion rate

#### What you can do:

- Ensure you have appropriate [waste recycling arrangements](#) in place; for example, appropriate containers for paper, glass, food waste and recycling of printer ink cartridges, batteries and electronic equipment
- Save money and reduce waste by considering whether an item has a second-hand market value or value to charity



### Alternatives to single-use products

#### What GRE is doing

- In its new development GRE encourages opportunities to reduce purchasing of water in single-use plastic bottles

#### What you can do:

- Use [reusable alternatives](#) (e.g., cups, cutlery, plates, bags) or as a second option bio-based compostable materials
- Choose to repair rather than to discard things



# Waste: Reduce, re-use and recycle

## Preserve and protect our limited natural resources



### Engagement and awareness

#### What GRE is doing

- GRE has defined sustainability design guidelines to drive all their projects towards waste minimization and maximize reuse and recycling of materials

#### What you can do

- Set a [recycling target](#) and monitor progress. Get teams involved and engaged by promoting a little competition!
- Develop an [engagement programme](#) and training for staff and building users to increase awareness and understanding of the importance of waste separation and recycling
- Ensure bins are accurately and clearly labelled to improve understanding of waste streams and reduce contamination in your recycling



# Responsible procurement

Promote Circular Economy, reduce negative environmental and social impacts in your procurement process



## Sustainability of materials and suppliers

### What GRE is doing

- In order to reduce our overall environmental footprint, GRE is aligned with Generali Group Procurement Policy for the common areas under the site management's control. This is a sustainability policy that applies to both ongoing consumables (paper, toner, batteries...) and durable goods (lamps, office equipment...)

### What you can do

- Ask suppliers to demonstrate their approach to responsible management, for example requesting health and safety policies and performance records, asking if supplier have an environmental management system or certified to international better practice standards (ISO14001)
- Procure non-toxic green certified goods to support improved indoor air quality. Consider all goods - furniture, electronics, paper, cleaning and sanitary products.
- Look for eco-labelled products e.g., Green Seal, EU Ecolabel, Ecologo, Greenguard, FSC, PEFC, ISO20400 certified, Rainforest Alliance (<http://www.ecolabelindex.com/ecolabels>)



# Responsible procurement

Promote Circular Economy, reduce negative environmental and social impacts in your procurement process



## Resource efficiency

### What GRE is doing

- Some highlights of the sustainability features of products from the Generali Group Procurement Policy are:
  - with high recycled content (e.g., > 50% recycled content paper),
  - that are readily reused / recycled (e.g., 'design for disassembly')
  - that can be leased / 'bought as a service' (e.g., furniture)
- GRE carefully chooses maintenance providers (including cleaning, waste and general maintenance) for their buildings and great attention is given to how both contracts and activities would impact environmental aspects

### What you can do

- Increase the **longevity and value of resources**: consider the business need to purchase new and adopt a 'circular economy' approach including the suitability for repair and end of life disposal options
- Prioritise products with reduced or reusable packaging
- Feel free to **use our sustainable procurement policy** and customise it to better reflect your needs and priorities. Engage with your suppliers to identify more **sustainable options**
- Contact us to learn more

# Health, wellbeing, comfort and productivity

## Enhance the workplace for your staff and building users

### What GRE is doing

GRE proactively communicates the importance of health and wellbeing in their buildings to enable people to shape a safer future by caring for their lives and dreams

### What you can do



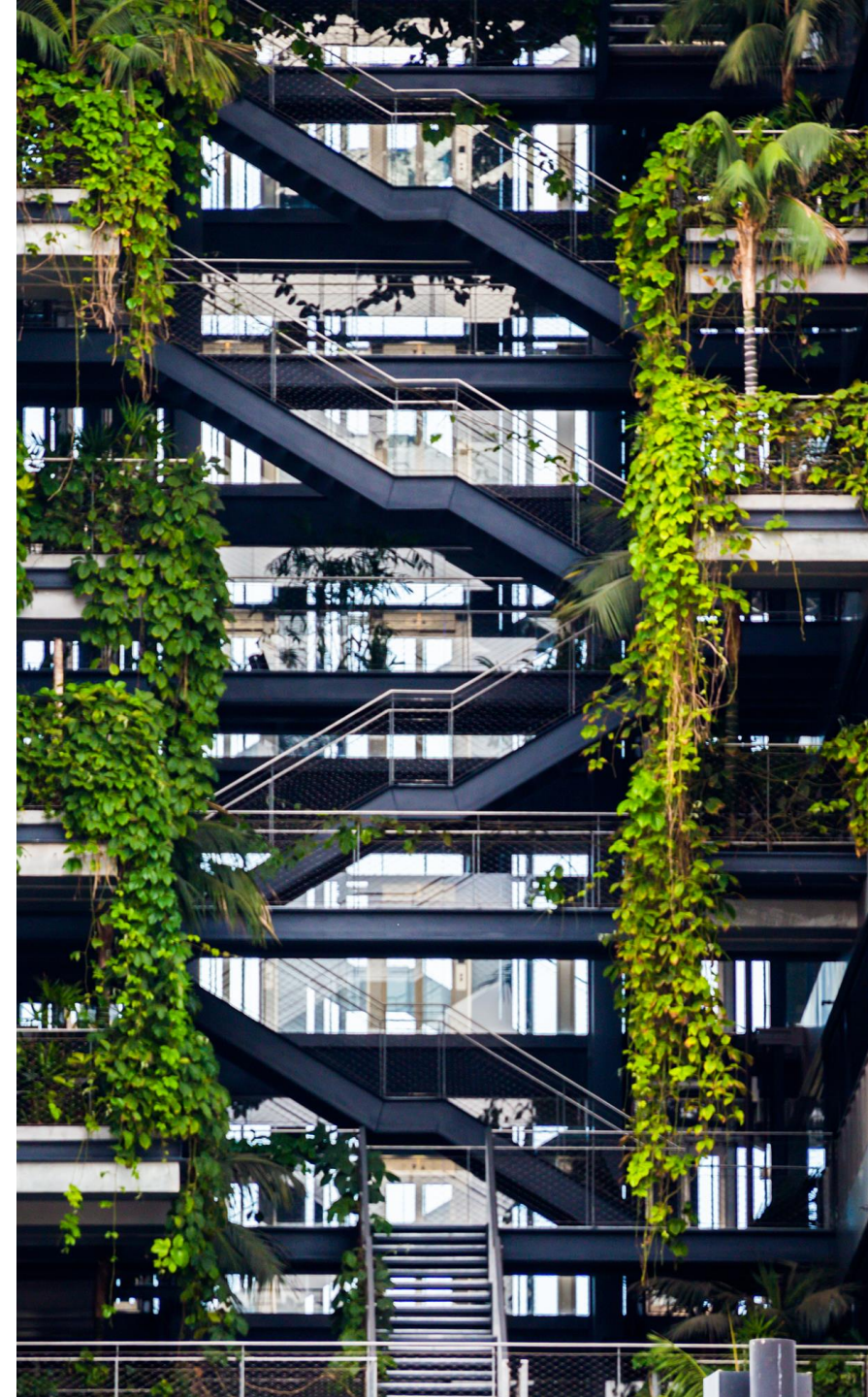
#### Greenery

- Install indoor plants: views of greenery decrease human stress levels and enhance mental health. Go beyond placing individual potted plants on desks by considering an interior landscaping solution
- Consider live features such as green/moss walls and indoor gardens to provide restorative spaces
- Make the most of outdoor spaces, with planting and seating



#### Encourage healthy and active lifestyles

- Promote the use of stairs to encourage active lifestyles
- Choose the stairs instead of lifts every time you can, to improve active lifestyles
- Arrange your office space with flexible workstations (e.g. sit-stand desks) to support flexible working activities and provide workstation checks to improve physical comfort and meet individual needs
- Include initiatives to encourage people to walk/bike to work and exercise regularly





# Health, wellbeing, comfort and productivity

Enhance the workplace for your staff and building users



## Indoor environmental quality

- Conduct an annual assessment of ventilation rates, temperatures, humidity levels and pollutants to gain actionable intelligence to support air quality improvements. For example, ventilation, CO<sub>2</sub>, particulates, Volatile Organic Compounds (VOC) and humidity can all impact productivity and health
- Air Quality monitoring products can be found at RESET website <https://www.reset.build/directory/monitors/type/indoor>
- Use low VOC cleaning products, carpets, paints and furniture



## Promotion of healthy foods and drinking water

- Offer healthy food options onsite in support of building user nutrition (e.g. selection of healthy products / healthy vending machines)
- Provide water bottle refilling to encourage regular water drinking and support reduction of plastic waste
- Use educational material to highlight the benefits of healthy nutrition, exercise and drinking water

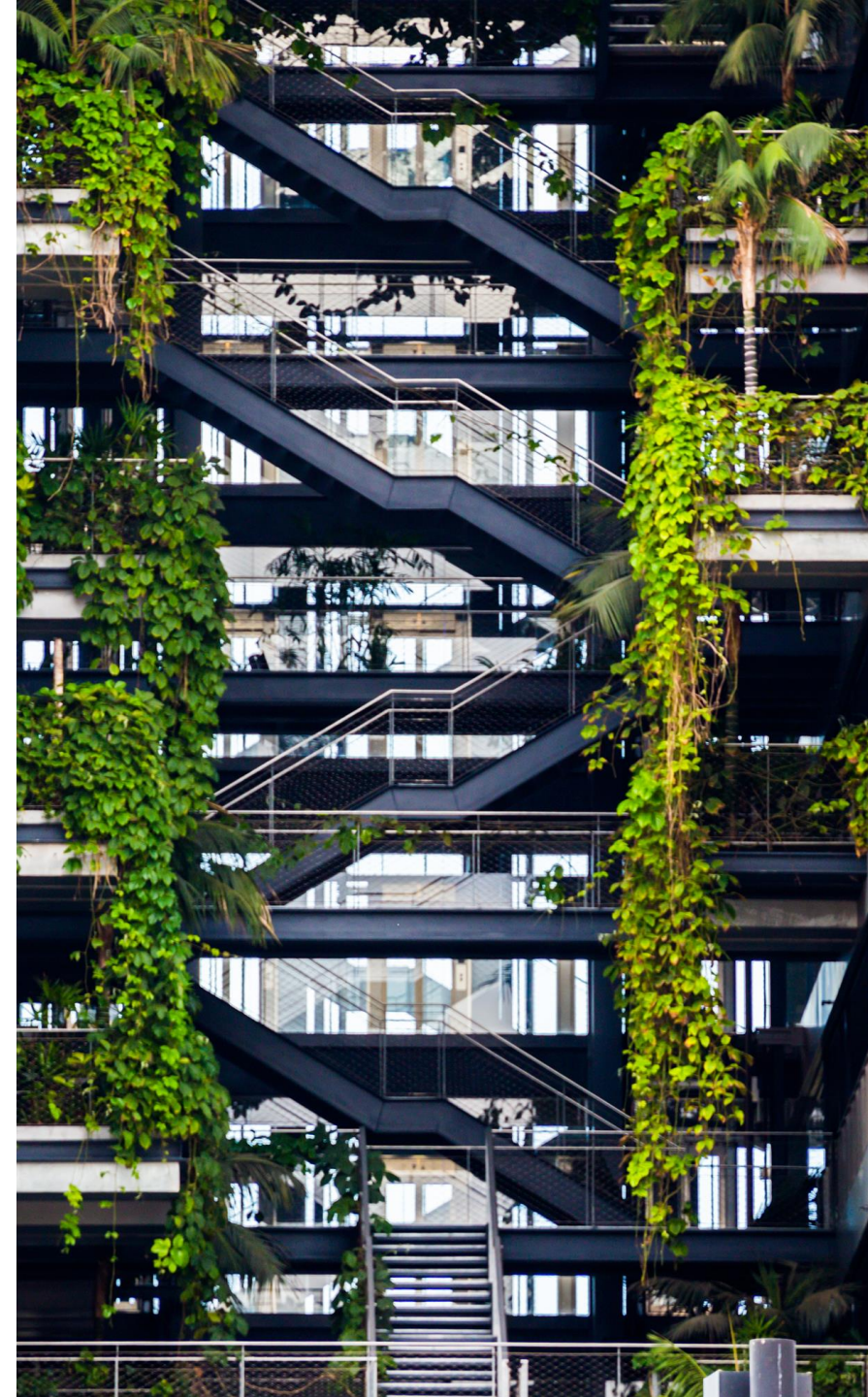
# Health, wellbeing, comfort and productivity

Enhance the workplace for your staff and building users



## Health and wellbeing programme

- Use a permanent display (e.g. pinboard) to communicate local amenities (e.g. parks, gyms, healthy food)
- Develop a coordinated health and wellbeing programme for building users (e.g. fitness/yoga sessions, book clubs, drawing/painting classes, health checks onsite, mental health awareness events) to encourage active lifestyles and social engagement by staff and users



# Healthy and low-impact travel

## Promoting physical activity and reducing negative environmental impacts

### What GRE is doing

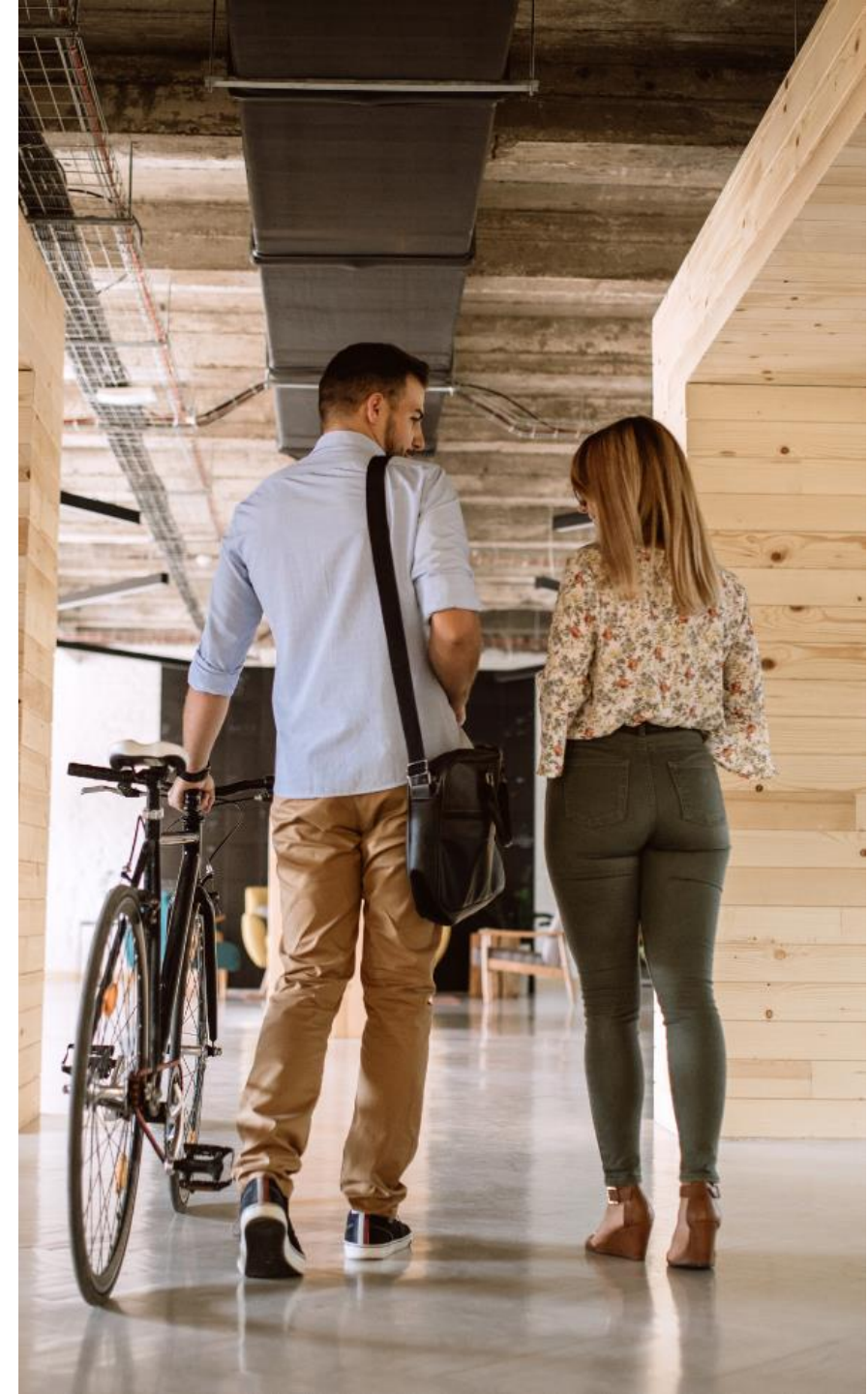
Whenever possible, GRE gives preference to sites/buildings in the proximity of public transportation networks, bike and pedestrian routes and installs EV charging stations, car-pool parking, safe bike racks and end of trip facilities

### What you can do



### Low emission alternatives

- Replace long-distance travel with teleconferencing facilities to reduce the company's environmental footprint
- Switch from planes to trains and consider whether travel is necessary
- Plan deliveries: it may be sensible to organize your ordering processes and ensure orders get delivered in as few trips as possible
- Plan your journey to check if there is convenient active transport option for a trip you take regularly.
- Minimise your carbon emissions by traveling by train or other public transportation modes.
- Replace car with hybrid or electric cars
- Have a local adventure: next time you are planning an outing or holiday, consider having some fun close to home!





# Healthy and low-impact travel

## Promoting physical activity and reducing negative environmental impacts



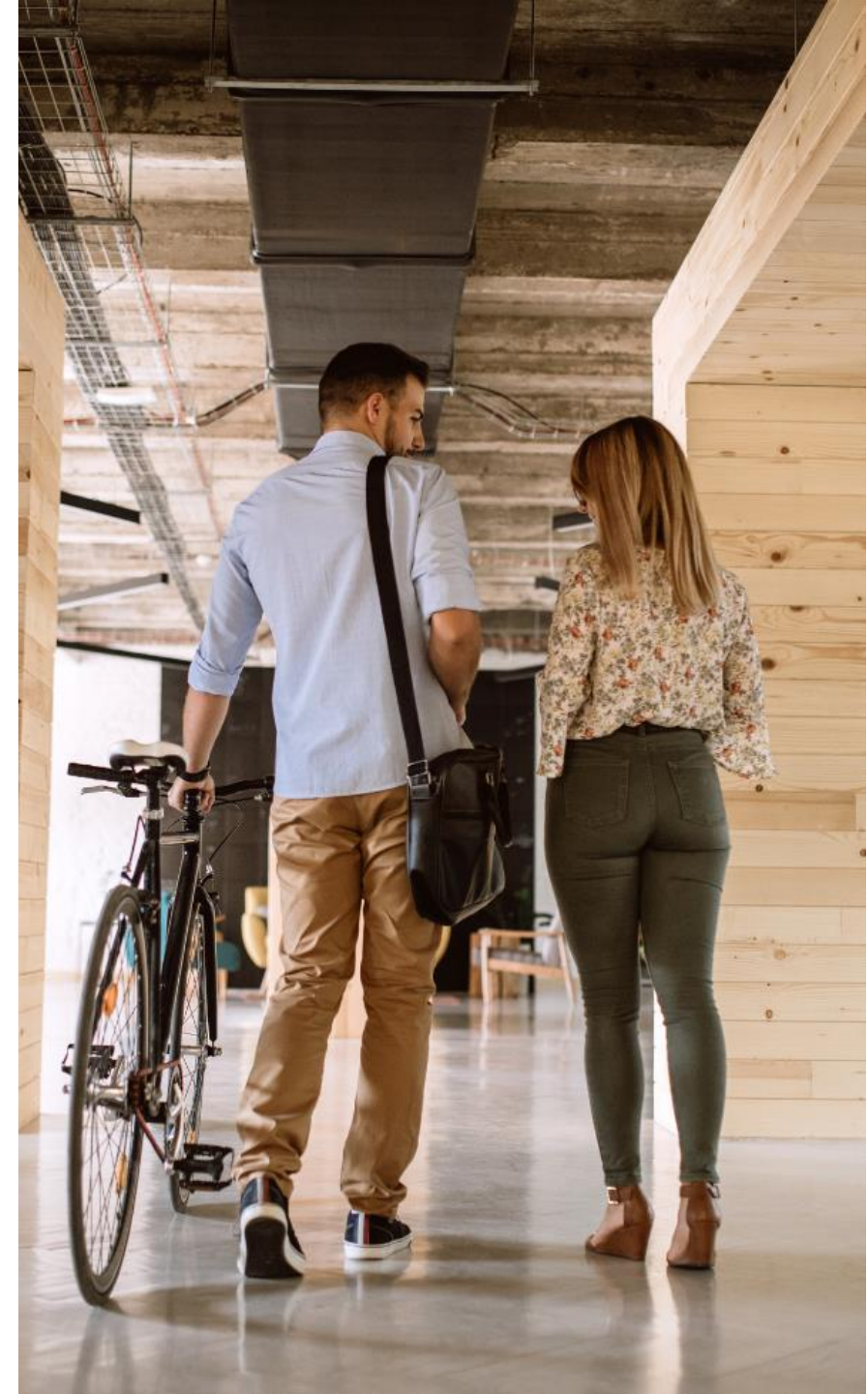
### Public transport

- Provide season ticket loans to encourage employees to travel by public transport
- Advertise local travel information (e.g., bus routes, train times) through intranet, notice board, email etc.
- Check local travel information before using your car (e.g., bus routes, train times) through intranet, notice board, email etc.
- Shift transportation modes to increase the percentage of trips by walking, cycling and public transit
- Establish or participate to a car-sharing platform / channel to coordinate car sharing opportunities, or check if a commuting app is available in your location



### Green and active travelling

- Promote walking, cycling and car sharing and the benefits of active and sustainable lifestyles
- Establish a car-sharing platform / channel to coordinate car sharing opportunities, or check if a commuting app is available in your location
- Take the stairs over the lift
- Run an occupier commuter survey to understand commuting patterns and requirements





# Community engagement

Create a positive impact in your local area and support your employees sense of purpose

## What GRE is doing

GRE is promoting initiatives that implements the livability of the contexts in which it develops and invests, by playing an active role beyond day-today business with a positive impact on the local communities. A survey is sent to the tenants yearly to better understand their ESG needs.

## What you can do



## Community engagement

- Provide your feedback to the annual ESG survey; your participation is crucial for understanding your sustainability perspective
- Map/Understand your current community stakeholders to understand gaps in opportunities by sector
- Explore opportunities to support local product and service providers (e.g., used furniture, food supplies etc.)
- Advertise jobs locally, working with the local job centre and prioritise local job applicants and local traineeships/apprenticeship applicants.
- Buy local products and prefer zero-km products
- You can start tackling emissions from all human activities and behaviors: reconnect with environment



# Community engagement

Create a positive impact in your local area and support your employees sense of purpose



## Charity support and volunteering opportunities

- Look at how your business/you can get involved with the local community. Tailor this support to the strengths of your staff members and the skills they are looking to develop
- Consider opportunities to partner with local groups (e.g. school, hospital, charities, foodbanks) and community groups (e.g. youth club, school, sports teams, police force)
- Sign up to a volunteering site to enable staff to manage their volunteering time
- Promote sustainability-related volunteering opportunities for employees (e.g. Earth Day, litter picking, tree planting, bee hive installation) and environmental charities and associations (e.g. Friends of the Earth, Greenpeace, Earthwatch, Woodland Trust, Surfers Against Sewage)
- Organise opportunities for employees to donate money or offer their support in other innovative ways (e.g. blood donations, local charity initiatives etc.)
- Find opportunities to donate money or offer their support in your local area (e.g. blood donations, local charity initiatives etc.)

# Conclusions

The aim of this guide is to provide ideas for low or no cost 'quick wins' that could make a difference to your building in terms of operating costs, environmental impacts , staff/building user satisfaction and wellbeing levels.

To aid with implementation, the following are good practice steps to support you and your business;

- Identify a sustainability champion and/or working group
- Develop and implement a sustainability action plan with objectives and a monitoring process
- Communicate this action plan to staff/building users
- Provide simple/short training and workshops to staff/building users
- Shout about good practice and ideas – use gifts and awards
- Align the sustainability action plan to your company's values and strategy
- Integrate the sustainability action plan to your company's existing procedures
- If needed engage third-party specialists to provide additional support

# Disclaimer

This report has been prepared by EVORA Global Limited for Generali Real Estate for the purpose of providing tenants of Generali Real Estate managed assets with guidance on sustainability considerations to improve the sustainability performance of the tenant spaces. The guidance offered is voluntary and does not affect any legal and / or contractual / lease obligations that may be in place.

The guide presents weblinks to potential services providers who could support the implementation of the suggest initiatives. EVORA Global Limited and Generali Real Estate do not endorse the services of these organisations and do not provide any guarantees concerning the performance of the services provided by these organisations. We advise tenant organisations to independently verify whether a services provider is able to meeting their requirements. All photos used in this report are authorised pictures from Stock Image Library.

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