



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 biodiversity¹*

We hope this guide will provide you with ideas to integrate sustainability into your day-to-day practices which will benefit your life and the environment. Many of the measures outlined in this document are low or no cost 'quick wins' that could make a tangible saving to your operating costs, reduce environmental impacts and increase building user satisfaction and wellbeing levels.

Let's start this journey with us!



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

¹ <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 homes and 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.



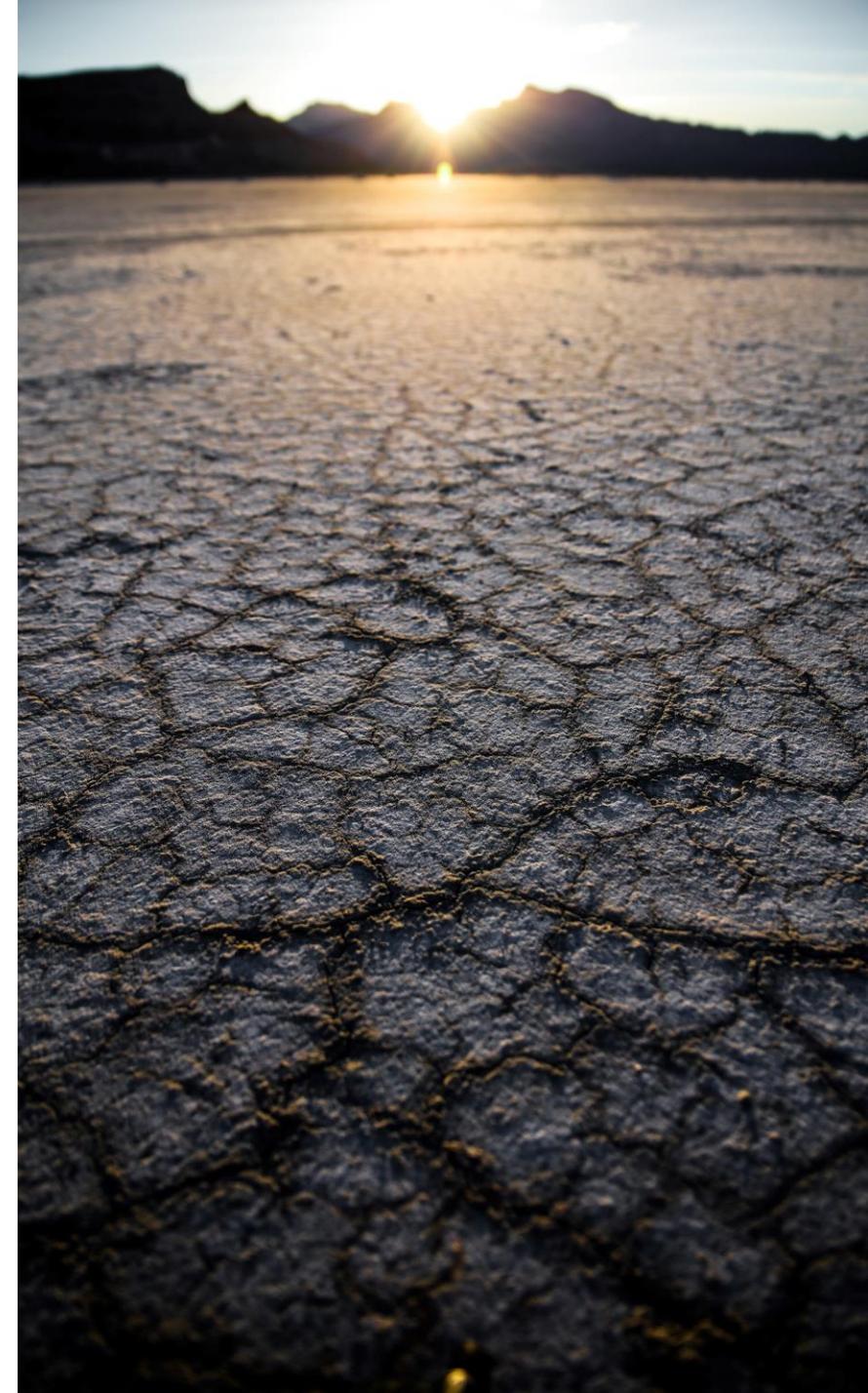
Contents

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 all development projects GRE is specifying installation of control systems to allow flexibility and resource saving.

What you can do

- [Switch off the appliance](#) at the plug after use and reduce standby consumption by using a power strip with switches or unplugging unused appliances
- Check and [adjust systems key parameters](#); these could be set and modify according to seasonality, predominant usage and efficiency
- Optimising access to [daylight](#) improves will improve your health and wellbeing, so try to lower blinds during the hottest hours in summer and raise them in winter to save energy and capture solar gain
- [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.



Energy and Water: operational efficiencies

Manage resources efficiently and decrease operational costs



Efficient equipment

What GRE is doing

- In all 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
- **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:

- It is important that your family become aware of the consumption that they are responsible for; engage with them to identify together which are the areas that uses the most energy or water and share ideas on how to reduce your consumption



Waste: Reduce, re-use and recycle

Preserve and protect our limited natural resources



Waste management plan and recycling

What GRE is doing

- For all the multitenant buildings with common areas under control, GRE is planning to perform a waste stream audit 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
- 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 initiatives 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
- Prefer tap water or filters to bottled water to reduce purchasing of water in single-use plastic bottles
- Learn 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

- **Awareness of domestic waste characteristics** and management is the first step for a start managing your waste properly: ask your local authorities about waste management processes
- 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

- Select products that are supplied by responsible companies, for example checking their health and safety policies and performance records, if they have an environmental management system or are certified to international better practice standards (ISO14001)
- Purchase 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 actual 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

Health, wellbeing, comfort and productivity

Enhance the living spaces for the 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 in your home by considering an interior landscaping solution
- Consider decorate your home with plants and add some greenery to make the indoor space look earthy and warm
- Make the most of outdoor spaces, balconies and terraces with planting and seating



Encourage healthy and active lifestyles

- Choose the stairs instead of lifts every time you can, to improve active lifestyles
- Include initiatives to encourage people to walk/bike to work and exercise regularly





Health, wellbeing, comfort and productivity

Enhance the living spaces for the building users



Promotion of healthy foods and drinking water

- Install water filters to your faucets to encourage usage of tap water in place of bottle water and support reduction of plastic waste
- Use educational material to highlight the benefits of healthy nutrition, exercise and drinking water



Indoor environmental quality

- Check the [quality of the air](#) with indoor air sensors; they can measure humidity, CO₂, particulate matter, air temperature, Volatile Organic Compounds (VOC), carbon dioxide and, other gases in the air. Based on the results, you can make choices on what to change in your home, for example changing how you heat your home.
- Air Quality monitoring products can be found at RESET website for example <https://www.reset.build/directory/monitors/type/indoor>
- Use low VOC cleaning products, carpets, paints and furniture

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



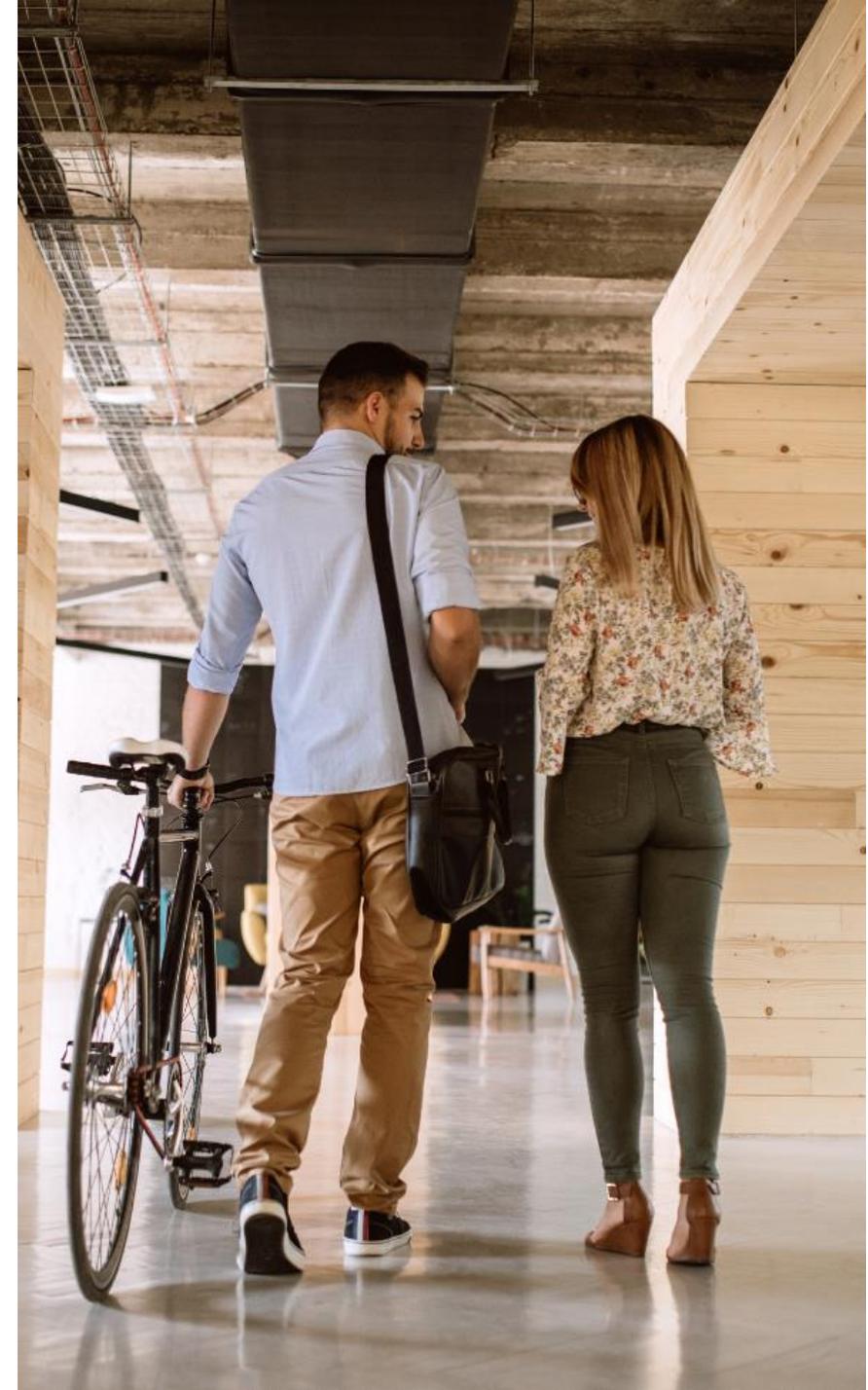
Green and active travelling

- Promote walking, cycling and car sharing and the benefits of active and sustainable lifestyles
- Take the stairs over the lift
- Ridesharing and carpooling are methods to become more sustainable



Public transport

- Check local travel information before using your car (e.g., bus routes, train times) through intranet, notice board, email etc.
- Incorporate physical activity lifestyles into everyday commuting can improve health and happiness.
- 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



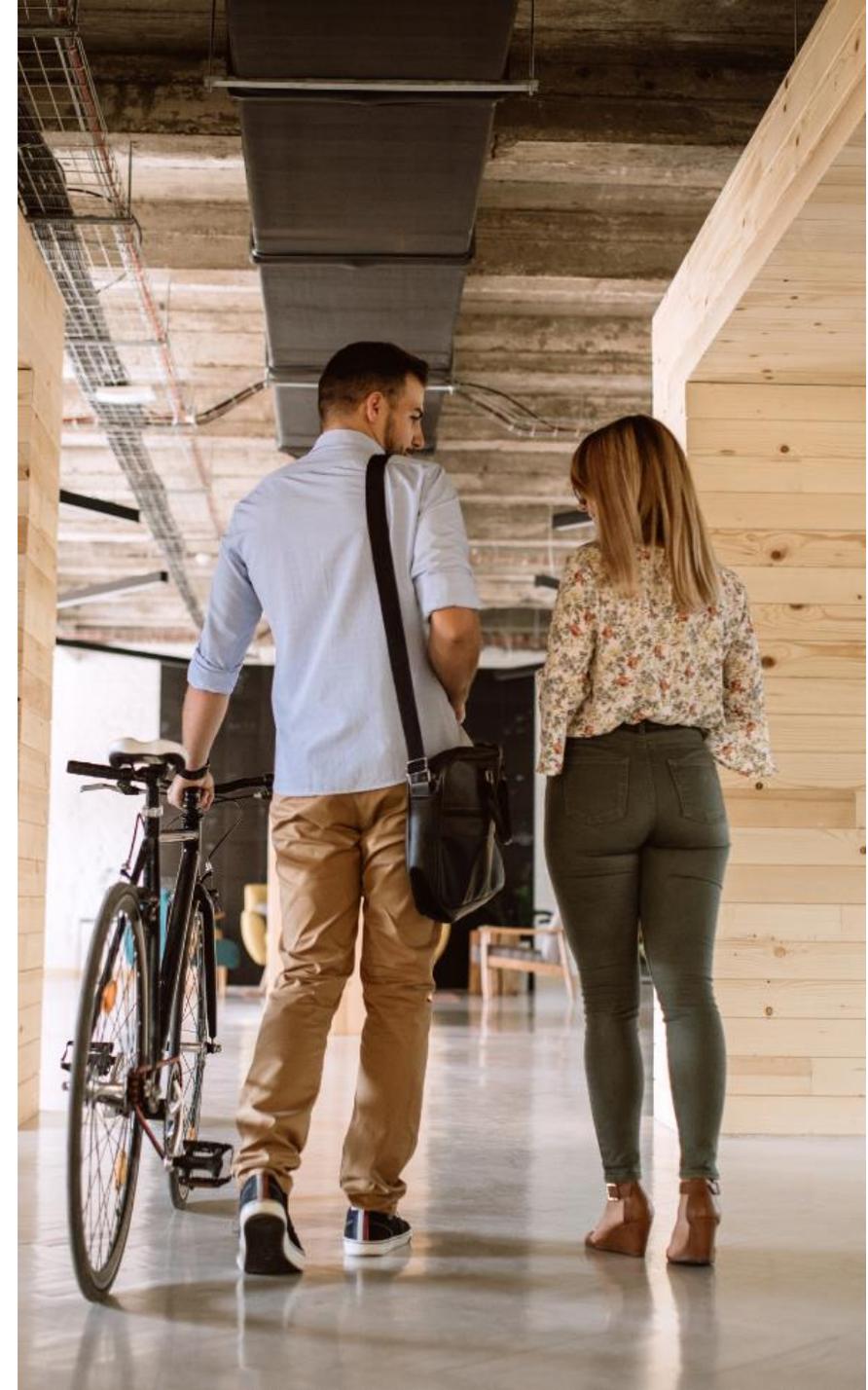
Healthy and low-impact travel

Promoting physical activity and reducing negative environmental impacts



Low emission alternatives

- Switch from planes to trains and consider whether travel is necessary
- Plan deliveries: it may be sensible to organise 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
- Minimize 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!





Community engagement

Create a positive impact in your local area and Community

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

What you can do



Community engagement

- Explore opportunities to support local product and service providers (e.g., used furniture, food supplies etc.)
- Sustainable development begins with community engagement: find out more about your local community and social initiatives
- Buy local products and prefer zero-km products
- You can start tackling emissions from all human activities and behaviors: reconnect with the environment!



Community engagement

Create a positive impact in your local area and Community



Charity support and volunteering opportunities

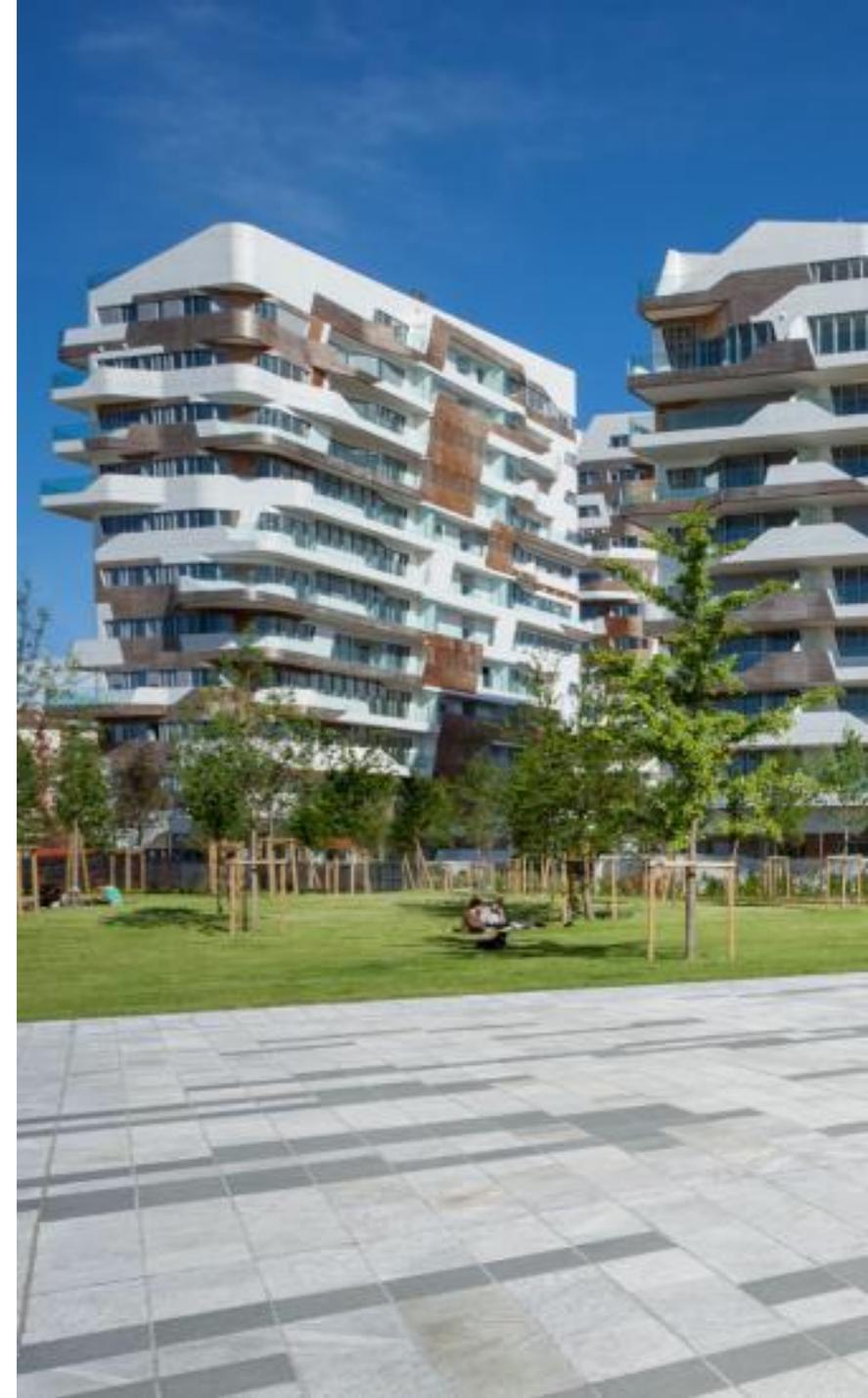
- Look at how you can get involved with the local community.
- Consider opportunities to partner with local groups (e.g. school, hospital, charities, foodbanks) and community groups (e.g. youth club, school, sports teams, police force)
- Sign up to a volunteering site
- Find opportunities to donate money 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 you 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 family:

- Check your utilities consumption
- Spread your good practice and ideas
- Get involved in your community
- Be a sustainability champion!



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 picture from Stock Image Library.

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