

# TENANT SUSTAINABILITY HANDBOOK

Only working together  
we can complete the journey  
towards a sustainable community.



# WELCOME!

WITH THIS HANDBOOK,  
WE WOULD LIKE TO OFFER YOU  
PERIODIC UPDATES AND SOME FOOD  
FOR THOUGHT AND DIALOGUE  
ON THE MAIN TOPICS  
CONCERNING SUSTAINABILITY.

**Generali Real Estate** (GRE) is committed to reducing the impacts of the properties under its management, with the aim of acting responsibly and contributing positively to the improvement of both social and natural environments.

Along with your support we aim to reach a more sustainable economy and society by:

- **Limiting global warming** and developing strategies to mitigate and adapt to climate change;
- **Reducing the consumption** of natural resources;
- **Preventing pollution** and protecting biodiversity.

**Browse our document** to discover how we can contribute together to a more sustainable future.



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Generali Real Estate is part of the Generali Investments, a platform of asset management firms delivering a portfolio of specialist capabilities with € 645.2 bn and more than 2,200 employees.  
Source: Generali Investments Holding S.p.A., data as at end of Q4 2024 net of double counting.



# SUSTAINABILITY IN REAL ESTATE

ADOPTING SUSTAINABLE PRACTICES  
TO BUILD A MORE RESILIENT  
AND SUSTAINABLE FUTURE



Environmental issues are gaining significant importance, both at the global and European regulatory levels, and especially in public perception. For this reason, it is essential to outline some basic concepts that provide a clear overview of the challenges ahead.

## SUSTAINABILITY

It is a broad concept that refers to the ability to meet present needs without compromising the ability of future generations to meet their own. Sustainability focuses on maintaining a long-term balance among three pillars, promoting practices that can be sustained indefinitely without causing irreversible harm to the environment, society, or the economy.

## ESG

### ENVIRONMENTAL



It assesses the property's environmental impact, including natural resource management, carbon emissions, energy efficiency, and waste management.

### SOCIAL



It examines how the company manages its relationships with employees, suppliers, customers, and the communities in which it operates. This includes aspects such as working conditions, human rights, diversity and inclusion, and community engagement.

### GOVERNANCE



It focuses on corporate management practices such as board composition, business ethics, transparency and risk management.

**Sustainability is a goal or ideal to strive for, while ESG represents a set of tools and criteria used to measure and achieve sustainability within business operations and strategic decision-making.**

The United Nations in 2015, as part of the 2030 Agenda for Sustainable Development, decided to promote the SDGs (Sustainable Development Goals). A set of 17 global goals that aim to end poverty, protect the planet and ensure prosperity for all people by 2030.





# OUR COMMITMENT

At **Generali Real Estate**, an integral aim of the strategic approach to business is to reduce the environmental impact of our portfolio, as well as to integrate ESG metrics. Our vision is to have a market-leading portfolio of sustainability credentials as well as best practice asset and property management and development approaches. We have a moral responsibility to act on sustainability issues, and a fiduciary responsibility to address ESG risks and opportunities in our investments. Our strategy is aimed at actioning these responsibilities and, whenever feasible, on measuring progress through third-party certifications and assessments.

**The real estate sector consumes around 40% of the world's energy and contributes up to 30% of global annual greenhouse gas emissions<sup>1</sup>.**

Given this impact, **sustainability is a key focus for GRE and at Generali Group level**. There is a high internal awareness and understanding that the real estate sector is a key contributor to global megatrends such as climate change and **that there is an opportunity for Generali Real Estate and for you to make a meaningful impact**.



Read our **Sustainability Report**

<sup>1</sup> United Nations Environment Programme Finance Initiative, Climate Risks in the Real Estate Sector: <https://www.unepfi.org/wordpress/wp-content/uploads/2023/03/Real-Estate-Sector-Risks-Briefing.pdf>



# THE PATH TOWARDS DECARBONISATION

**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.

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

## WHAT CAN WE DO TOGETHER?

This document 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 document is also an opportunity to communicate with us and provide mutual support.**





# ENERGY EFFICIENCY

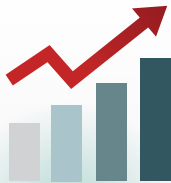
MANAGE RESOURCES  
EFFICIENTLY





## USAGE AND MONITORING

GRE is **monitoring energy consumption** for the common areas, is collecting tenants' data from all assets and is **setting decarbonisation plan** on all our 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.

**Install smart metering systems** for your utilities to better control your consumptions and possibly savings on your energy bills.

**Track equipment maintenance schedules** to make sure your plant and equipment are running efficiently; this will help maintain energy efficiency, hygiene, possibly also running costs.

Share your energy consumption data with us, **signing off a green lease** clause.

**Use electricity from certified renewable sources** to reduce your CO<sub>2</sub> emissions.

## OPERATIONAL WIN-WIN

In its portfolio **GRE is specifying installation of control systems** to allow flexibility and resource saving. In GRE we are committed to **deliver a fully decarbonised asset** by implementing efficient energy systems. We purchase **renewable energy** for all our common areas.



### 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.

**Use green energy to reduce your carbon footprint**, and help lower pollution.

## EFFICIENT EQUIPMENT

As part of its development projects, **GRE mandates the use of high-efficiency energy systems.** In the operational phase, GRE evaluates the integration of energy-efficient equipment to further **enhance building performance.**



### WHAT YOU CAN DO

**Switch off equipment when they are not in use:** consider installing a timer to programme 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.

**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.

## AWARENESS AND INFORMATION SHARING

GRE is raising awareness about energy saving practices among employees and clients through internal campaigns, **providing internal training about Environmental topics** and the official website page. **The feedback received** from tenant via the survey is widely considered for the related action.



### 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 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.



# HEALTH, WELLBEING, COMFORT AND PRODUCTIVITY

ENHANCE THE WORKPLACE  
FOR YOUR STAFF  
AND BUILDING USERS



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**. In GRE we promote wellbeing facilities in our premises for employees and we are engaged in **WELL** certification process whenever feasible.

## GREENERY



### WHAT YOU CAN DO

**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



### WHAT YOU CAN DO

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 and exercise regularly**.



## INDOOR ENVIRONMENTAL QUALITY



### WHAT YOU CAN DO

**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



### WHAT YOU CAN DO

**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 AND WELLBEING PROGRAMME



### WHAT YOU CAN DO

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**.

# SOCIAL INTERACTION

CREATE A POSITIVE IMPACT  
IN YOUR AREA AND SUPPORT YOUR  
EMPLOYEES' SENSE OF PURPOSE





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

## COMMUNITY ENGAGEMENT



### WHAT YOU CAN DO

**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 behaviour: **reconnect with environment**.

## CHARITY SUPPORT AND VOLUNTEERING OPPORTUNITIES



### WHAT YOU CAN DO

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).

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** and offer their support in other innovative ways **in your local area** (e.g. blood donations, charity initiatives etc.).

# THE HOME OF THE HUMAN SAFETY NET

At **Generali Real Estate**, we are all proud to have successfully returned the restored Procuratie Vecchie to Generali, to the community of Venice and to the world.

A unique place, in the heart of Venice designed to be the home of **The Human Safety Net**, a movement of people helping people, and to welcome an open network of individuals, organizations and institutions committed to the issues of development and social inclusion.

The Procuratie Vecchie building - once home to the offices and residence of the Procurators of San Marco, senior officers of the Venetian republic - has housed Generali's offices since 1832 and is now open to the public for the first time in 500 years.

With the interactive exhibition A World of Potential, The Home of The Human Safety Net, offers visitors a surprising and unexpected journey to discover their strengths and connect with The Human Safety Net's programmes, discovering how we can all make a concrete and positive impact on society.



[www.thehumansafetynet.org](http://www.thehumansafetynet.org)





# SME EnterPRIZE

Generali's flagship project designed to promote a culture of sustainability among European small and medium-sized enterprises (SMEs) and currently expanding to Asia. It has the goal of supporting them in integrating sustainable practices in their businesses and making them stronger, more durable and more aware of their role in the community.

## Through SME EnterPRIZE, Generali aims to:

- Create a pan-European platform to give visibility to sustainable SMEs.
- Stimulate the debate on the importance of sustainability for SMEs promoting research on this topic.
- Reward the best success stories on the grounds of their social and environmental commitments, including the implementation of notable sustainability initiatives, so that they can become inspirational models for fellow entrepreneurs.

During the fourth SME EnterPRIZE event that took place in Brussels on 26 March 2025, Generali celebrated the "Sustainability Heroes": visionary entrepreneurs drawn from the over 8,900 SMEs that applied to the Environment and Social categories, and coming from the European countries that have joined the initiative: Austria, Croatia, Czech Republic, France, Germany, Hungary, Italy, Portugal, Slovenia, and Spain.

### **O.K. Energie Haus** Austria

Which excels in the planning, production, and assembly of energy-efficient timber buildings such as houses, schools and medical centres.

### **Hrvatski Kišobran** Croatia

An umbrella manufacturer with a strong commitment to inclusion and social responsibility that actively integrates people with disabilities into their workforce.

### **Ameba Production** Czech Republic

Which organizes an annual festival with awareness-raising initiatives to educate visitors about the importance of environmental and social sustainability.

### **CréaWatt** France

A producer of ultra-light solar panels that can be adapted to various roofs without the need for structural reinforcement. In addition to organising training and awareness-raising initiatives on renewable energy, they also support the professional reintegration and employment of detainees.

### **vomFASS** Germany

An online and physical shop whose refill initiative allows customers to buy vinegars, oils, spirits, and wines selecting the quantity and container for their purchases, while also committing to CO<sub>2</sub>-neutral production processes and to preserving biodiversity.

### **Compocity** Hungary

A pioneer in the urban circular economy which has developed an indoor community composting robot, CompoBot, to transform waste into soil-regenerating material.

**Fedabo**  
Italy

A consulting B Corp dedicated to enhancing the energy, economic, and environmental performance of both private and public companies.

**EcoXperience**  
Portugal

Which has developed innovative cleaning solutions by transforming used cooking oil into environmentally friendly detergents.

**Pribinovina-Korenika**  
Slovenia

A social farm blending organic production, rural development, and social inclusion, providing employment opportunities for people with disabilities and other vulnerable social groups through sheltered employment.

**Adopta un Abuelo**  
Spain

A social enterprise offering corporate volunteering programmes to companies, connecting them to the elderly care and residential sector, helping to prevent exclusion for the elderly.

The 2025 Sustainability Heroes and the ones of the previous editions are featured on:



[www.sme-enterprize.com](http://www.sme-enterprize.com)



# DO YOU WANT TO BE A CHAMPION IN SUSTAINABILITY?

HERE ARE TWO INITIATIVES YOU CAN CONTRIBUTE TO IN ORDER  
TO LEAVE YOUR SUSTAINABLE FOOTPRINT!

## 01 SHARE YOUR ENERGY CONSUMPTION DATA

To achieve our goals and enhance the building's performance, **your participation is essential** - particularly through the **sharing of your energy consumption data**.

We propose the **subscription of a Letter of Mandate**, through which you provide explicit consent for GRE to collect energy consumption data. This data will be used exclusively for monitoring the overall consumptions and possible energy savings, and the process will involve **no cost or charge to you**.

## 02 GREEN ENERGY SUPPLY CONTRACTS


GRE has already ensured that **nearly all electricity supplied** to the common areas of the leased building **comes from renewable energy sources**.

To make the entire building fully powered by clean energy, you can play an active role by **signing Green Energy supply contracts for your leased spaces**.

**FOR FURTHER INFORMATION**  
please contact your  
asset/property manager.







Generali Real Estate  
Tenant Sustainability Handbook  
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This document is available at  
**[www.generalirealestate.com](http://www.generalirealestate.com)**

