

Tenant Health and Safety

Understanding the Topic

Our properties are the spaces in which our tenants live, work and rest and so they directly impact tenants' health, safety and wellbeing. As such, health and safety are a fundamental priority for Aroundtown. Throughout our asset repositioning process and the operation of the property, we ensure compliance with the latest government regulations and prioritize investments which make our tenants and their customers feel safe. Ensuring the prevention of health and safety incidents is paramount across all our assets, particularly those with high occupancy levels such as multiple-let offices and large retail assets. This topic is also closely linked to our tenants' satisfaction, as high standards of health and safety are fundamental to the quality of their experience.

The tireless work of our property management teams in ensuring the health & safety standards of all our assets has instilled a positive culture around health and safety. We believe that the strength of this culture, and of our established practices and processes, will enable us to deliver the continual excellence which is essential to our long-term performance.

Managing the Topic

Health and safety are central to our asset management approach at every stage of a property's life-cycle. The Aroundtown Tenant Health and Safety Policy sets out our commitment to protecting the wellbeing of our tenants and the processes we apply through the asset lifecycle, including hazard assessment, training, fire safety, and reporting. The policy details a three-tier management approach, with distinct roles and responsibilities assigned to our facility, property and asset management teams.

At acquisition, we conduct a comprehensive due diligence risk assessment which enables us to identify risks and implement preventative maintenance solutions. We assess the building's structural characteristics to establish which refurbishment activities should be targeted.

Safety is a priority throughout these assessments, especially fire safety, and we commission assessments from external fire safety specialists on a regular basis. If deficits are identi-

fied, these are documented and reported to the Head of Asset Management who are then responsible for seeing that the required work is carried out. The proper implementation of these corrections is confirmed by appropriate follow-up processes.

During the operational phase, we conduct technical reviews of our properties on an ongoing basis, to ensure alignment with regulations and to guide future investment planning. Our external facility managers have operational responsibility for delivering the information and works necessary to maintain the technical condition of our assets. This includes documentation of all conducted check of all technical installations and building structures. Reports are submitted to Aroundtown, and any remedial works identified are included in our annual budget planning for each property, or completed immediately if necessary.

Our standard operating procedures for all assets ensure full compliance with fire and safety regulations, conducting regular drills, investigating and documenting safety incidents, and providing support and training to our tenants to reduce risks to their employees.

The transfer of our properties to the SAP management system in 2021 and roll-out of customized SAP modules in 2022 will help us to record and monitor the outcomes of safety inspections and fire protection activities, as well as monitor checks on building infrastructure and equipment more efficiently.

Training and Improvement

Within the retail portfolio, tenants are required to complete health and safety training and participate in annual fire drills with support from local police and emergency services. Across all publicly accessible buildings, such as in shopping malls, regular security training is completed by both technical teams and security personnel, including antiterror training from specialist providers. Where tenants are responsible for their own safety preparedness, such as single let offices and retail properties, we ensure that sufficient measures have been taken, and if necessary, we assist tenants by contracting a specialized service provider to help provide training and other support such as preparing emergency plans.

Performance

To guide the implementation of our sustainability strategy, guarantee the highest health and safety standards and track our progress, we have set a long-term goal to ensure compliance with all statutory norms and safety requirements in Aroundtown's countries of operation.

There are several key figures that we track each year to monitor our performance and contribute to our long-term goal.

2022 Goals	Status	Progress
Implement a new reporting mechanism aligned to our ERP software to track and monitor historic, ongoing and future safety inspections and fire protection activities	Ongoing	We have continued to work on the integration of new reporting mechanisms into SAP to track and monitor historic, ongoing and future safety inspections and fire protection activities. Introduction of these solutions will be a priority in 2023.

Key performance indicator



In addition to these KPIs, we set a target in 2022 regarding our monitoring of health and safety incidents. Progress against this target is reported below:

KEY FIGURES	UNIT	2020	2021	2022
HEALTH AND SAFETY				
Proportion of assets undergoing health and safety assessments	%	100	100	100
Number of incidents of non-compliance from health & safety assessments	#	0	0	0
Number of safety incidents recorded	#	3	7	1

Our properties are subject to an annual health and safety assessment as part of our extensive compliance activities. We track issues of non-compliance with applicable health and safety, and no such issues were reported in 2022. We maintained our high standards of coverage for property health and safety inspections, which are reflected in the decrease in the number of safety incidents recorded from 7 in 2021 to 1 this year.

